Market*Maker*:Desktop

A.1.1 CFD Software User Guide

A.1.2 Version 5.5

A.1.3 5 February 2009

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v.5.5 January 2009

2 Introduction

Welcome to Version 5.5 of the award winning **Market***maker*:Desktop trading software, enabling you to trade on thousands of instruments, over the internet.

All you need to run **Market***maker*:Desktop is a Pentium 4 1.5 Ghz PC with 512MB RAM, 100 MB of free hard disk space, XP or Vista (with the video resolution set to 800x600 and the regional settings set to United Kingdom) and access to the internet.

Note: Market*maker:Desktop may work on certain PCs that sit below the minimum specification detailed above but we cannot guarantee the same level of quality.*

The downloading mechanism of the new version of **Market***maker*:Desktop has been designed so that the application downloads the components as and when it needs them to your hard disk. This makes the performance of the downloading process more efficient. Every time you connect to **Market***maker*:Desktop**,** it will check to ensure the files on your PC are up-to-date and automatically download any files that are needed. All you need to do is sit back and watch the progress bars as the software updates itself.

3 Installing **Market***maker*:Desktop

3.1 Firewalls

Market*maker*:Desktop v5.5 uses port 1057, which you may need to open manually on your firewall as it is normally closed by default. Alternatively it can use port 80, just like all other standard web traffic, which means that you shouldn't be troubled by any corporate or personal firewall software.

If you are running any personal firewall software on your PC, you may be prompted to give three programs (iiAppStart.exe, iiLauncher.exe and iiDownloader.exe) permission to access the internet. These are the core **Market***maker*:Desktop applications that start and run the program.

- In each case, allow them access to your internet connection and if possible, select the option to have your personal firewall software remember this setting, so that **Market***maker*:Desktop opens seamlessly each time.
- If you decide not give either of these applications access to your internet connection, **Market***maker*:Desktop will not start. If you also tell your personal firewall software to remember this setting, **Market***maker*:Desktop will never work until you edit the rules that are set in your personal firewall software to allow **iiDownloader.exe**, **iiLauncher.exe** and **iiAppStart.exe** permission to access the internet.

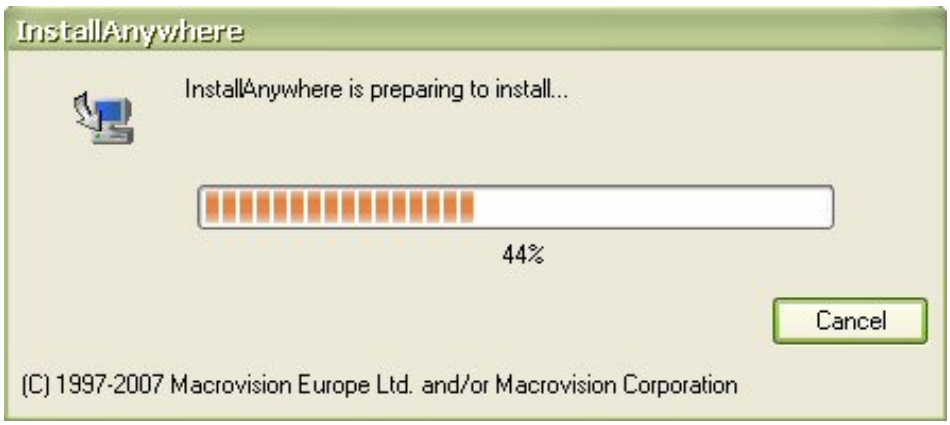
If you need any help about configuring firewalls please do not hesitate to contact the Helpdesk.

3.2 Install from the internet

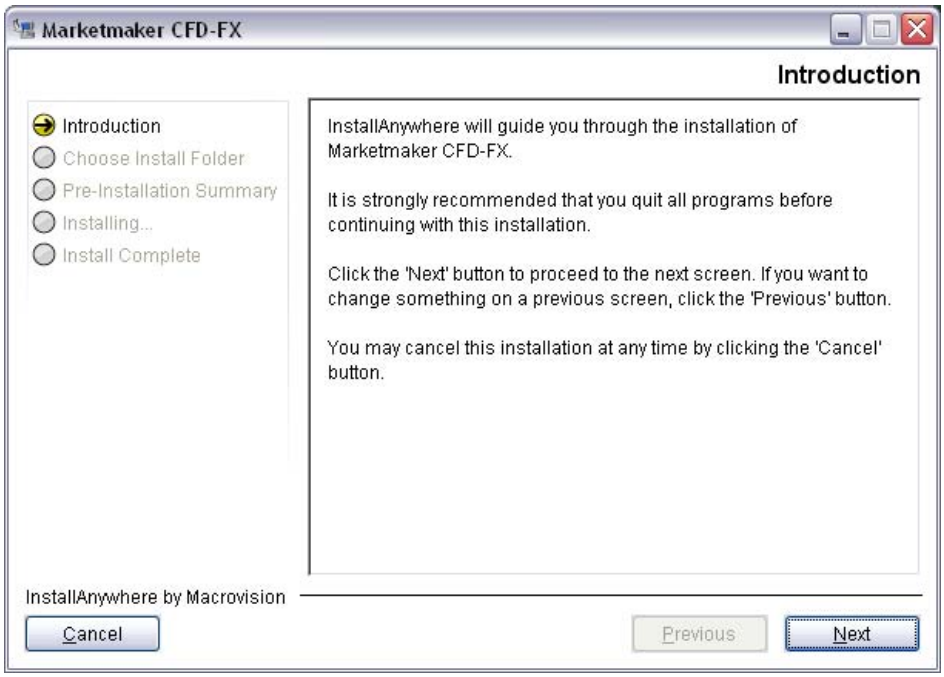
You can install **Market***maker*:Desktop directly from the internet:

Note: *The download process will take approximately 6 minutes if you have cable/DSL/Broadband connection or 77-82 minutes if you are using a 56k modem.*

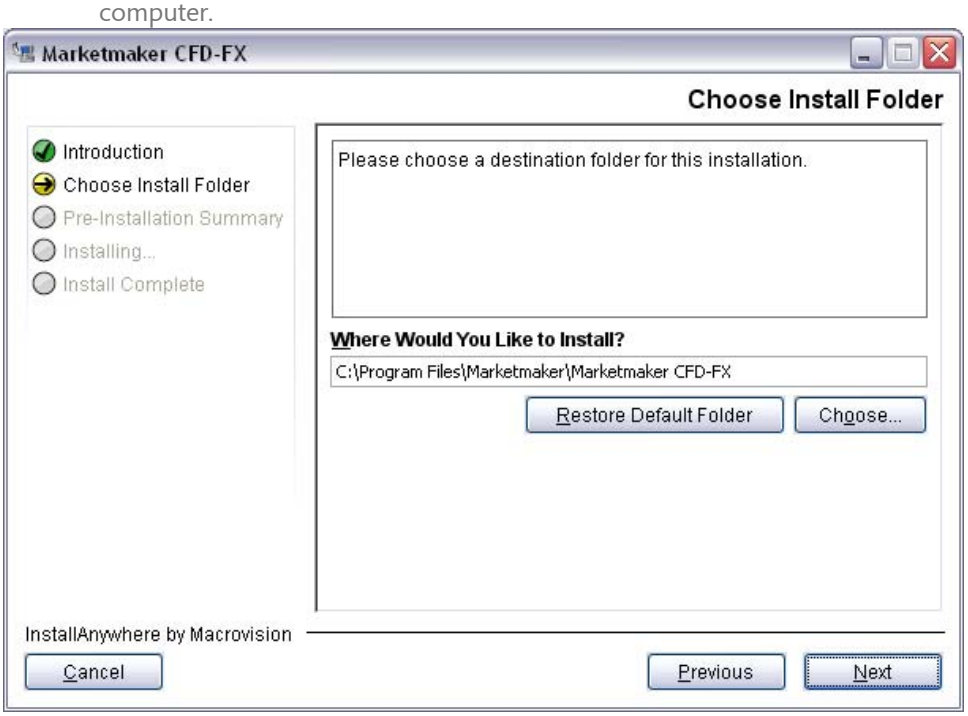
- Connect to the internet, and then open your internet browser.
- Go to the website **http://www.cmcmarkets.ca/help/eng/cfd/download.jsp.**
- Select the Software Language Version to install **Market***maker*:Desktop**.**



- The Introduction screen will then be displayed advising you to close down any other applications you may have running and that you can press the Cancel button at anytime to stop the installation.


Marketmaker CFD-FX
Introduction
Introduction
Choose Install Folder
Pre-Installation Summary
Installing...
Install Complete
InstallAnywhere will guide you through the installation of Marketmaker CFD-FX.
It is strongly recommended that you quit all programs before continuing with this installation.
Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.
You may cancel this installation at any time by clicking the 'Cancel' button.
InstallAnywhere by Macrovision
Cancel
Previous
Next

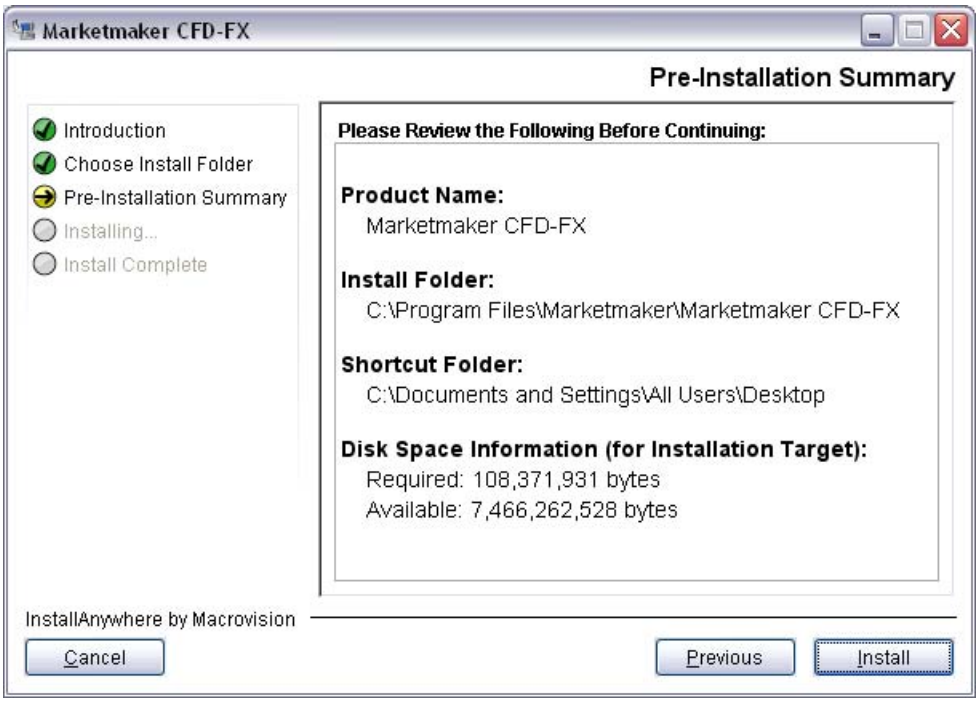
- Left click the Next button to continue.
- The next screen will ask you where you would like to install the application to on your computer.



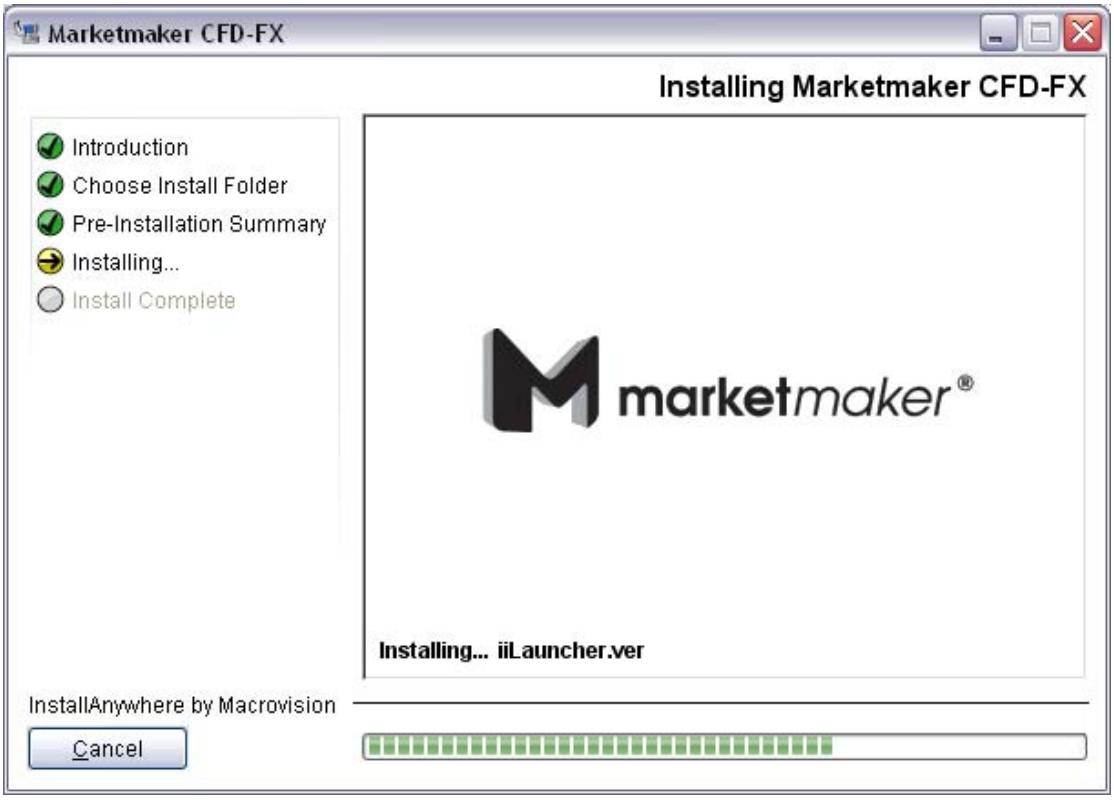
We strongly advise you to select the default location as this can make any future Technical Support a lot easier.

- If you are happy to stay with the default folder path, click the Next button to continue.

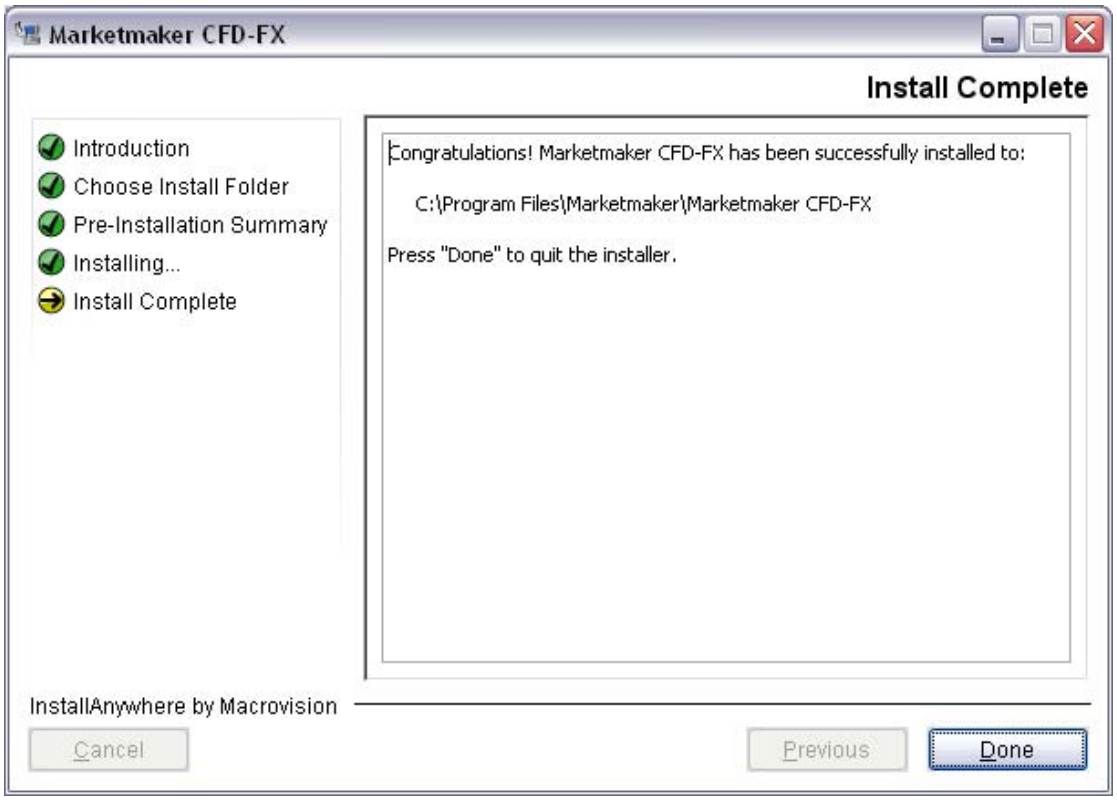
- If you want to customise the installation path, left click the Choose button and navigate to the folder you want to install the program to. Then left click the OK button to select the folder you want. Then left click the Next button to continue.
- The next screen will confirm the details of the installation.



- Left click the Install button to continue, the final stage of the installation will then begin.



- The last screen to be displayed is the Install Compete screen.



- Left click the Done button to finish the installation.
-

A **Market***maker*:Desktop icon will be placed on your desktop, and a link will also be created in your start up menu.

4 Logging on

Connect to the internet and launch the **Market***maker*:Desktop program by either:

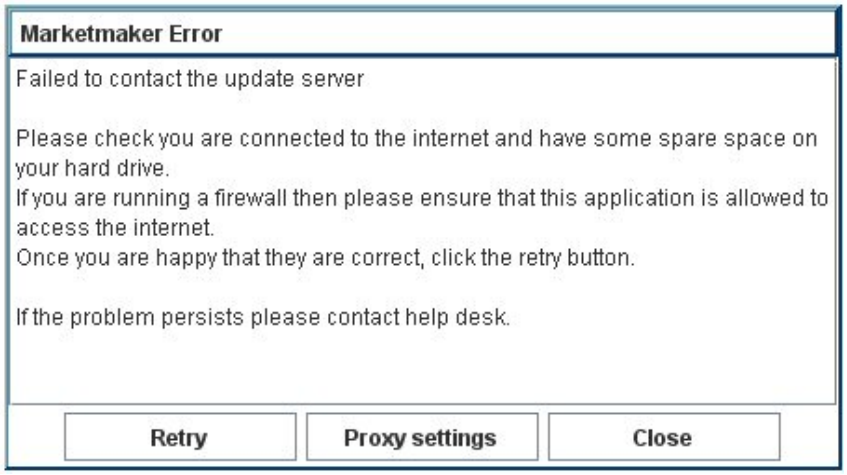
- Double left clicking on the **Market***maker*:Desktop icon on your desktop, or
- Select it from your program menu, by left clicking on the Start button, then Programs, then **Market***maker*:Desktop.
- **Market***maker*:Desktop will then begin loading, and a progress bar will show how far along the process it is.
- You will then be presented with the login screen

- On the logon screen, enter your System ID, Username and Password in the boxes provided.
- If you access the internet via a Proxy Server or your firewall is blocking access, then click on the Connection Settings button to access the Proxy Server (for further details on Proxy Support see section 3.1 below).
- Assuming Proxy Servers and Firewalls are not hindering your access; left click on the Logon button.
- The login box will say 'Attempting to log on, please wait' while your login details are securely transferred to our authentication servers, followed by 'Logged on successfully' when your details have been verified.

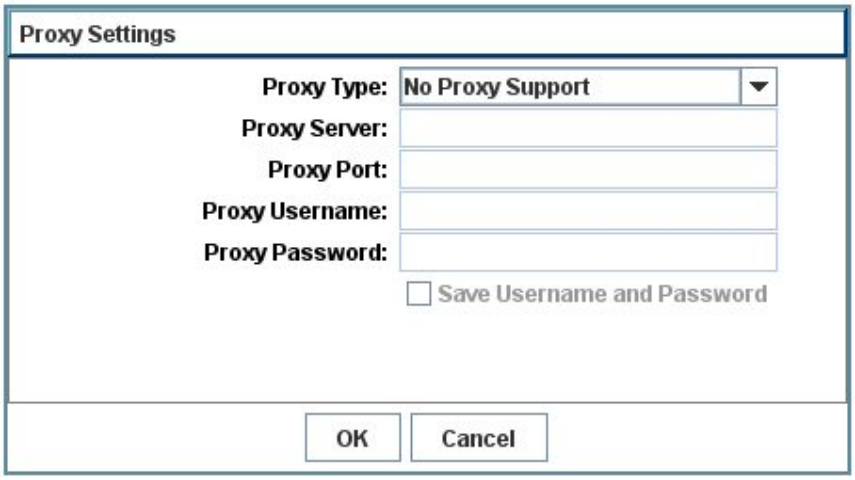
Note: *Proxy Servers are used on networks to provide a single access point to the internet for all the computers on the network. If your computer is not on a network and your internet connection is plugged directly into your PC, you should not have to worry about Proxy Servers at all.*

4.1 Proxy Support

If you find that you have no internet connection, then the following error screen will appear:


Marketmaker Error
Failed to contact the update server
Please check you are connected to the internet and have some spare space on your hard drive.
If you are running a firewall then please ensure that this application is allowed to access the internet.
Once you are happy that they are correct, click the retry button.
If the problem persists please contact help desk.
Retry
Proxy settings
Close

Just, click on the Proxy Settings button to open the following screen:



You will then need to tell **Market***maker*:Desktop the Proxy Type location and Proxy Port number to use in order to connect to the internet via your proxy server. Your network administrator should have all the details you need.

4.2 Connection Settings

If you connect to the internet through a firewall, there may be times when your company's firewall has been configured to control which data is allowed to travel over port 80 (the generic port used for internet data).

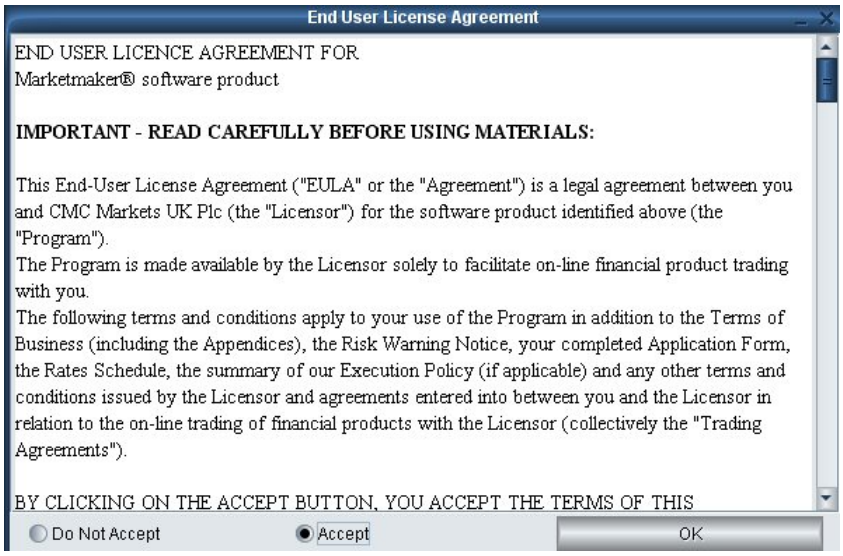
The default option uses port 1057 however, if your **Market***maker*:Desktop refuses to connect and you are certain you are inputting your login details correctly and if applicable, entered all the relevant proxy settings, then you have the option of using the Alternative connection setting (port 80).

To use it you will need to ask you Network Administrator to open an outbound only connection on port 1057. You can then choose the alternative connection setting on the login page by selecting Connection Settings and choosing alternative from the drop down menu next to Distributor Setting) to access **Market***maker*:Desktop over this different internet port.

Note: *Some Network Administrators often have strict policies governing access to the internet as well as opening ports within the firewall and may be reluctant to do this. It is worth mentioning at this stage that* ***Market****maker*:Desktop *will only connect over port 80 and 1057.*

4.3 End-User License Agreement

If you have read the End-User License Agreement and are happy to accept, simply left click on Accept, then left click on the OK button.


End User License Agreement
END USER LICENCE AGREEMENT FOR
Marketmaker® software product
IMPORTANT - READ CAREFULLY BEFORE USING MATERIALS:
This End-User License Agreement ("EULA" or the "Agreement") is a legal agreement between you and CMC Markets UK Plc (the "Licensor") for the software product identified above (the "Program").
The Program is made available by the Licensor solely to facilitate on-line financial product trading with you.
The following terms and conditions apply to your use of the Program in addition to the Terms of Business (including the Appendices), the Risk Warning Notice, your completed Application Form, the Rates Schedule, the summary of our Execution Policy (if applicable) and any other terms and conditions issued by the Licensor and agreements entered into between you and the Licensor in relation to the on-line trading of financial products with the Licensor (collectively the "Trading Agreements").
BY CLICKING ON THE ACCEPT BUTTON, YOU ACCEPT THE TERMS OF THIS
Do Not Accept
Accept
OK

The **Market***maker*:Desktop trading room will then open using the default layout. Details on how to customise the screen layout are given later on.

5 On-Demand Loading

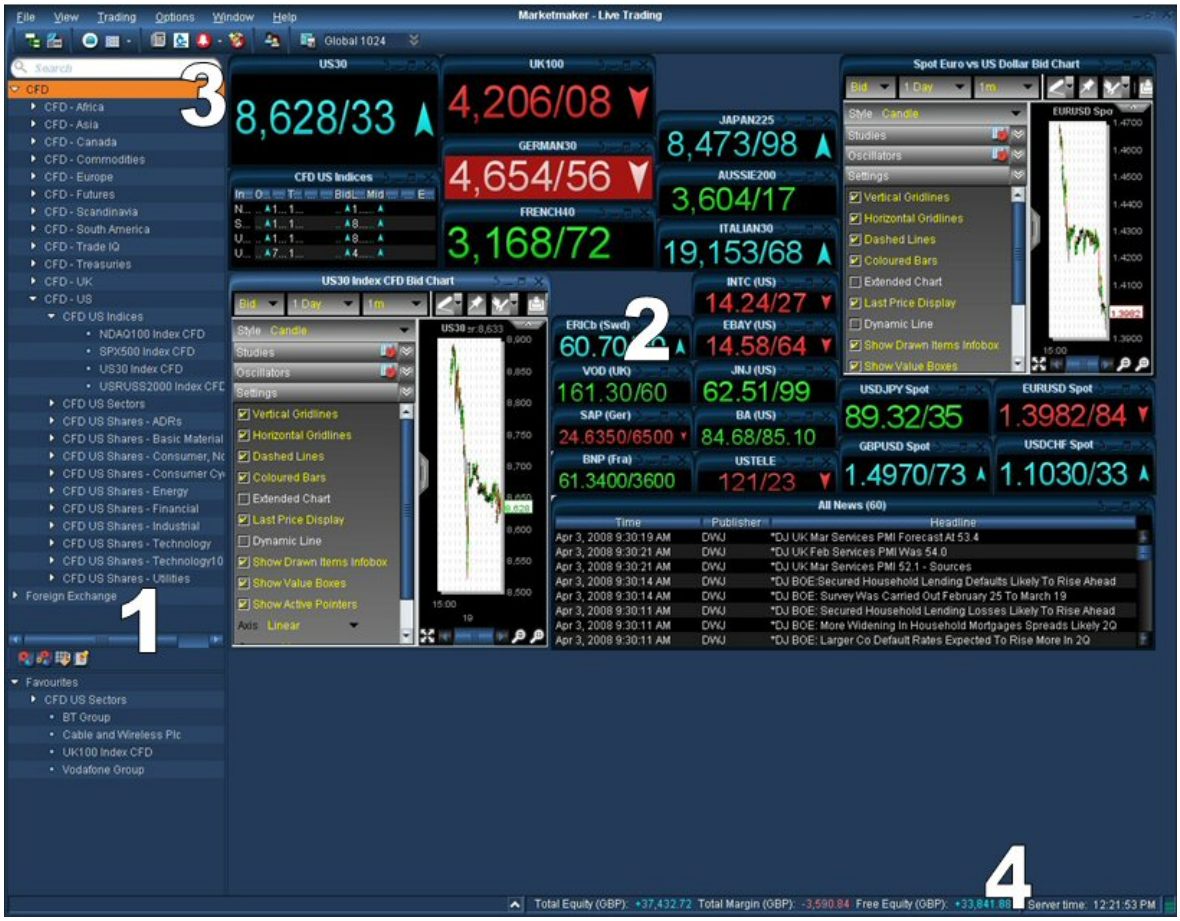
One feature of **Market***maker*:Desktop is that the software will automatically download and install any code required as you use more and more of the features available. You'll only need about 60% of the total system to get under way and begin placing trades. As you use more features, the system will keep up with your requirements and automatically download what it needs. Hence, download times are kept to a minimum.

Note: *Don't worry that your installation never seems to install 100% of the application, when the downloading progress window pops up. Most people won't use all the functionality written into the software. There are no restrictions in place that limit the access you have to any functionality. Which parts of the software you use is entirely up to you.*

6 Trading Room Overview

When **Market***maker*:Desktop first opens it will display your default layout. The system is divided into four major components:

1. The Instrument Panel (Instrument Tree View, Search & Favourites)
2. Main Trading Window
3. Toolbars
4. The Status Bar (Position Keeping)



7 Instrument Tree

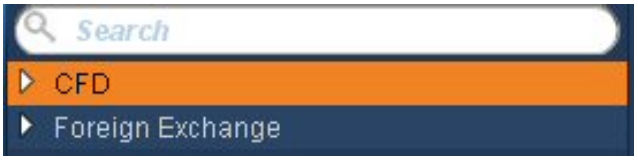
7.1 The Tree View

Instrument is a general term that refers to products you can trade on **Market***maker*:Desktop . The Instrument Tree provides a mechanism for navigating through all the products that can be traded. The tree comprises of logical groups of instruments called folders. The highest level groupings are:

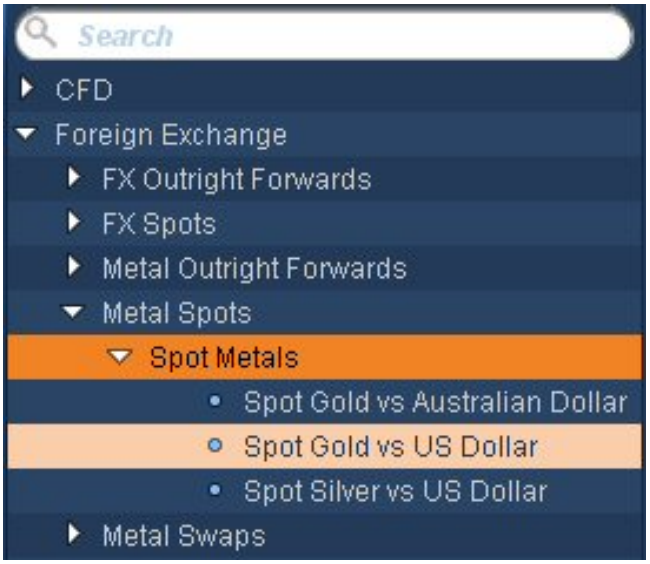
- CFD
- Foreign Exchange

7.2 Navigate Around the Tree

The Instrument Tree is located on the left hand side of the Main Trading Window within the Instrument panel. When the tree first appears, the folders collapse and only the main group headings are visible. You can expand folders by either single left clicking on the hinge that is linked to the folder or by double left clicking on the folder itself.



When a particular group of folders cannot be opened any further, you will see each individual instrument in the form of a list (indicated by the light orange highlight below) e.g. Spot Gold vs. US Dollar.



7.3 Open the Price Window

To add an instrument or a folder into the Main Trading Window, simply:

- Select the relevant folder or instrument from the Instrument Tree.
- Right click on the folder or instrument, then
- Left click on the Group Price Window for a folder or Single Instrument Window for an instrument.

You can open as many group and individual instrument windows as you want.

Note: *Double left clicking on a folder will show or hide the list of groups or instruments that it contains.*

Warning: *Opening a Group Price Window near to the top of the Instrument Tree will cause the window to display every instrument contained in every sub-folder of the one you chose. Too many instruments in a Group Price Window could be detrimental to the system's performance.*

7.4 Using Individual Instruments Shown Within the Tree

Two main functions that can be done to an instrument within the Tree are opening a New Order Ticket and opening up a sub-menu which will display all the options available to you concerning your particular instrument.

- You can automatically open up the New Order Ticket by double left clicking on your selected instrument.
- You can open up the sub-menu by right clicking on the instrument as shown in the example below:

Order Ticket:	Allows you to create a new order ticket for your selected instrument.
Single Price Window:	This will open a price window.
Display Chart:	This allows you to open a new chart for your chosen instrument, within a window in the Multiple Document Display screen. Just select the time interval that you desire from the drop down box, and the chart will automatically change to chosen view.
Related News:	Will display news items relating to your specific instrument.
Related Analysis:	Will display financial analysis relating to specific instrument.
Create Price Alert:	You can use this option to set an alarm to go off when the market price hits a level you specify.
Single Instrument Window:	This option opens a new window with the selected instrument's price, related news articles and chart shown within it.
Add Instrument to Favourites:	Choose this option to add the highlighted instrument to one of your Favourites folders.
Dealing Defaults (Individual):	Opens up a default value window for Individual Instruments that allows you to specify: the default quantity; number of clicks; duration (Good Till Cancelled or Day), and direction (Buy or Sell) when placing a trade. For more information on One-Click dealing please see Section 17.
Dealing Defaults (Group):	Opens up a default value window for Group Instruments that allows you to specify: the default quantity; number of clicks; duration (Good Till Cancelled or Day), and direction (Buy or Sell) when placing a trade. For more information on One-Click dealing please see Section 17.
Open Group Price Window:	Opens a new price window, showing all the other instruments in the group that your chosen instrument belongs to.
Find Group in Tree:	This can be used to quickly find the parent group of your selected instrument within the tree.
Add Group to Favourites:	This can be used to add a group or an individual instrument into your Favourites folder
Reset Tree:	Closes all open folders to display only the highest level of folders.

Hide Instrument /Search/Favourites:

This option allows you to hide the Instrument tree, search and favourite panel. To hide this panel you can either click on the right-hand side of the panel or drag the edge from right to left; or you can also click on the following icon within the toolbar to open and close the instrument panel.

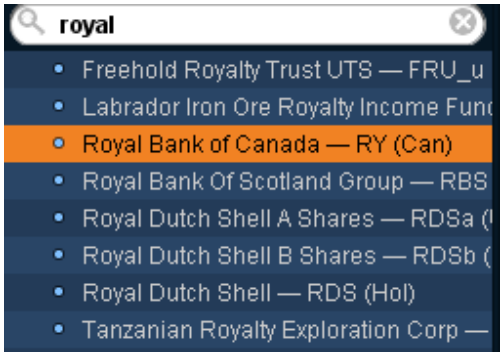
8 Search

The search facility provides you with another way of finding an instrument. By typing in all or part of the instrument description into the search field, the closest matches are returned. The more you type into the search box the closer the search will be to finding your desired instrument.

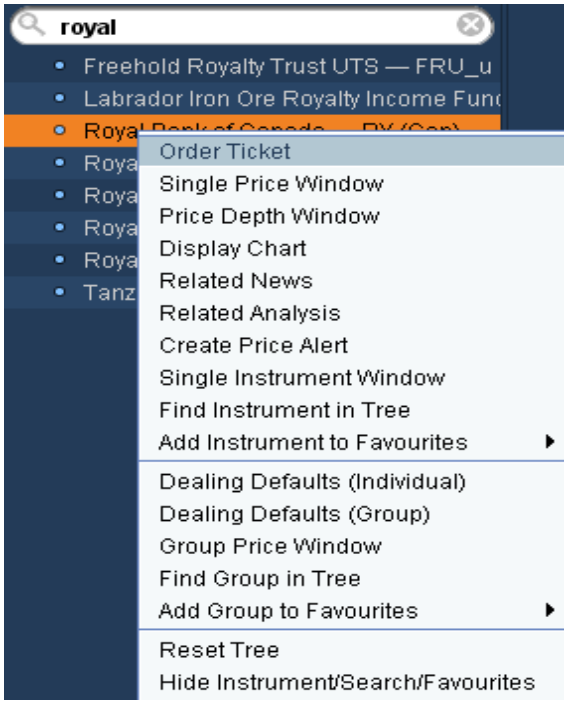
8.1 Search for a Specific Instrument

- Left click on the Search box located on the instrument selection area of the main trading page.
- Type in the name of the instrument you are looking for.

Note: *You don't have to type in the full name; three to four characters is all it takes for the search box to find the particular instrument you are after as shown in the example below.*


royal
Freehold Royalty Trust UTS — FRU_u
Labrador Iron Ore Royalty Income Fund
Royal Bank of Canada — RY (Can)
Royal Bank Of Scotland Group — RBS
Royal Dutch Shell A Shares — RDSa
Royal Dutch Shell B Shares — RDSb
Royal Dutch Shell — RDS (Hol)
Tanzanian Royalty Exploration Corp —

- Once you have found the Instrument you are looking for you can open a sub-menu of options, by right clicking on it within the search table (see the example below).



- Or if you want to go back to the default Instrument Tree click the following icon located on the top right-hand side of the search box as per the example below:

royal
Freehold Royalty Trust UTS — FRU_u
Labrador Iron Ore Royalty Income Fund
Royal Bank of Canada — RY (Can) (Ch
Royal Bank Of Scotland Group — RBS
Royal Caribbean Cruises — RCL (Nor
Royal Dutch Shell A Shares — RDSa (
Royal Dutch Shell B Shares — RDSb (
Royal Dutch Shell — RDS (Hol) (CMC)
ROYAL UNIBREW A/S — RBREW (Der
Tanzanian Royalty Exploration Corp —

- This will clear the search screen and bring back the default Instrument Tree:

8.2 Multi-String Searching

It is also possible to perform searches by joining 'strings' of characters together, for example, if you entered in Spot +JPY, **Market***maker*:Desktop would then search for all the Instruments available with Spot and JPY in the instrument name.

9 Favourites

The Favourites section can be found in the bottom half of the Instrument Tree section. It allows you to define your own groups of Instruments, providing you with greater display flexibility. The contents of the Favourites section allow you to display all your favourite instruments in one place.

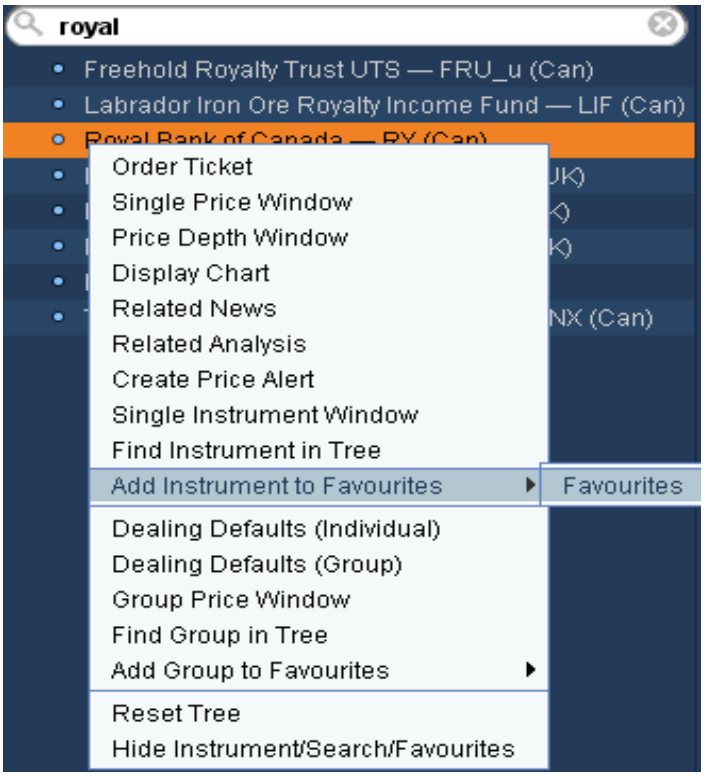
On subsequent logins to **Market***maker*:Desktop, the Instruments saved in your Favourites folders will be restored.

Note: *that it may also be set as the default layout view when you to logon at a later date.*

9.1 Adding an Instrument into your Favourites Section

To add an Instrument to your Favourites section:

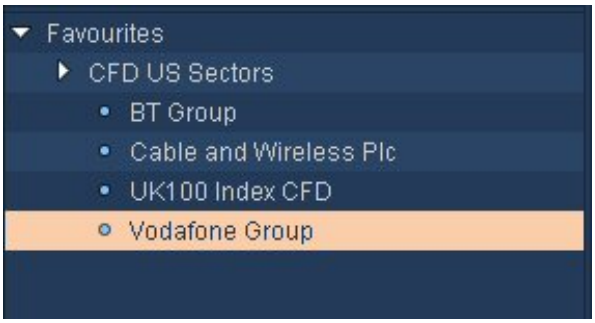
- Select the instrument from the tree or search for it
- Right click on the instrument you would like to add to the Favourites folder
- Select Add Instrument to Favourites, or Add Group to Favourites,
- Then choose which folder or sub folder you wish to save the Instrument into.



A quicker way to add an Instrument into your favourites folder is to find an Instrument and then click and drag it into your Favourites. In our example below we have used Vodafone Group:

- Left click (keep the mouse button held down) on the Instrument Vodafone Group.

- Then drag the Instrument into your Favourites and release the left click button. Your chosen Instrument will now show within your Favourites folder:



9.2 Display Favourites Folder in the Price Window

To display your Favourites folder within the Price Window

- Simply left click on your Favourites tab.
- Right click on your Favourites folder.
- Then left click on Group Price window and a window displaying your favourite instruments will now appear.

9.3 Save the Layout to Include the Favourites Folder

Once you have included all your favourite Instruments within your folder you can then arrange the display them according to your own personal preference, to save the layout

- Left click on File within the menu and click on Save Layout. By clicking on Save Layout it will automatically save your current layout view (see Layout Management for more information).

For more information on how to save your current layout see Section 25 Layout Management.

10 The Main Trading Window

The Main Trading Window is the part of the screen where all the popup windows appear, such as: Group Price Windows, Single Price Windows, Charts and Blotters. Within this Window you can have as many windows open as you want.

The main feature of the Price Window is to display more information about an instrument than is initially visible. A typical Price Window will display three core pieces of information:

- The bid price
- The offer price
- The time the price was set

The prices will update in real-time, turning blue if the price rises, red if the price falls or green if there is no change.

- To open an Order Ticket from here simply double click on the Instrument name or right click to bring up the option menu.

10.1 How to Populate the Price Window

You can populate a Price Window by:

- Selecting a group or instrument from the Instrument Tree or use the Search box.
- Right click on the group folder or instrument.
- Select Group Price Window or Single Instrument Window (depending whether you have selected a group or an individual instrument).
- A new window will now appear within the Price Window area (which you can move and resize to fit your requirements).

10.1.1 Moving the Instrument Window on Screen (pop Out)

You can move the Instrument Window (and any other window) within the Live Trading area so that it goes completely outside of **Market***maker*:Desktop. To do this you need to first identify the following button (shown in the example below).

When you click on this button the arrow changes so that it points downwards allowing it to Pop out and become its own separate window within Microsoft Windows®. This means that your window can now be moved outside the Live Trading screen. To move (Pop) the window back into the Live Trading area, just click on the curved arrow button again.

To close the window completely click on the and it will be removed from your view.

Note: *You can resize, minimise maximise and close any window within the Live Trading area, just as you would with all other windows within Microsoft Windows®.*

11 Different Coloured Prices for CFD

The prices that are displayed within the Single Instrument Window, Single Price Window, Group Price Window and Market Depth Window are shown in three different colours.

A blue price means that the current market bid and/or offer prices are higher than at the last closing price (if there is no Market Depth available the prices are higher than the previous price quoted)

A red price means that the current market bid and/or offer prices are lower than at the last closing price (if there is no Market Depth available the prices are lower than the previous price quoted).

A green price means that the current market bid and/or offer price has stayed the same since the Last closing price.

11.1 Significance of Different Coloured Prices for FX

The prices that are displayed within the Single Instrument Window, Single Price Window, Group Price Window and Market Depth Window are shown in three different colours.

A blue price means that the current market bid and/or offer prices are higher than the current price quoted.

A red price means that the current market bid and/or offer prices are lower than the current price quoted.

When the window is initially opened it will remain green as shown in the example below:

11.2 An Example of a Price Chart Colour Change

Over the course of a trading session, you will see the colour of the price, change between red and green. The chart below depicts how the price would have changed over the session, when the market price dipped above and below the session's close.

By default a line chart will appear with the time frame automatically set to 1 Day 5 Min. Market prices shown in red will indicate a price downward movement, whilst market prices shown in green price will indicate a price upward movement.

12 Single Instrument Window

The Single Instrument Window displays the instruments price, chart and related news articles. Because you can set your own preferences it is possible to hide or resize any sections that you do not need.

- To hide any of the panels, just drag the horizontal bars up or down (indicated by the arrows below).

- To hide the Charting menu just click on the grey tab shown by the red arrow below and the menu will disappear:

- To show the Charting menu you on the grey tab as shown by the red arrow below and the menu will reappear:

12.1 How to Open a Single Instrument Window

There are several places that allow you to open Single Instrument Windows and these include:

- The Instrument Tree
- The Search field
- From within a Group Price Window in the Main Trading Window
- From a blotter
- From the Position Keeping Window

When you have chosen a particular Instrument, you can then right click on the Instrument name and select Single Instrument Window to open up an individual price window.

13 Single Price Window

The Single Price Window is similar to the Single Instrument Window however, it only displays the price of the instrument. These windows can be opened in the same way as the Single Instrument Window (by right clicking on the Instrument's name).

14 Group Price Windows

A Group Price Window allows you to view the price of several instruments at once within a single window. For example this group could be a pre-defined folder from the instrument tree or one from your own Favourites section for instance, this window provides you with the Instrument name, bid, offer and the time that the price was made.

- If you right click on the table header in the group price window, you can manually choose which columns you would prefer to be displayed.

15 Price Depth Window

The Price Depth window allows you to see both the current bid and offer price (known as Level 1 data) as well as the volumes and bid and offer prices beneath the current market level to show the depth (known as Level 2 data).

To open the Price Depth window, either

- Right-click on an instrument in the Instrument Tree, or
- Right-click on the instrument in a Group Price window, or
- Right-click on the price in a Single Price window.

And then select Price Depth Window to access the depth straight away:

Or you can access Depth via your order Order Ticket (it will be shown at the bottom right-hand side of your ticket) as shown in the example below:

Once you have clicked on the Depth section the following information will be displayed:

The Price Depth window will show you all the prices available for your chosen Instrument.

You can find out the following information buy using the Depth Window:

- The current volume to be sold at the best bid price.
- The current volume available for purchase at best offer price.
- The current market bid and offer price.
- The Depth of the market showing the different levels of bid and offer prices and their associated volumes.

You will also be able to see the following information stored within the Summary panel (located at the bottom of the depth window); which is based on CMC Markets' session times (which are often longer than the underlying market):

- Open: Session open price
- Close: Session close price
- Mid: Current middle price of best bid and offer
- High: Highest price for the session.
- Low: Lowest price for the session
- Change: Daily change from yesterday's close
- Change %: Daily change in percentage terms

15.1 How Price Depth Affects Orders

The process of placing an order remains the same as normal. However, if the volume that you are trying place isn't available, your order will then move down the instrument's depth until it reaches a point where it can be placed. From this point your placement will be re-quoted and then you will have the choice whether to accept or reject the new price. By viewing the Price Depth window when you place your order, you will now be able to anticipate the likelihood of it being re-quoted.

For example: The screenshot below shows the market bid and offer price at 161.30 - 60.

If I wanted to place a market buy order for 1,000,000 shares, the order would be filled like so:

No. of shares to be filled	Next available level	No. of shares available	No. of shares taken	Price taken at	No. of shares to be filled
1,000,000	1	231,076	231,076	161.60	768,924
768,924	2	192,537	192,537	161.70	576,387
576,387	3	293,800	293,800	161.80	282,587
282,587	4	243,153	243,153	162.00	39,434
39,434	5	758,519	39,434	162.10	0

If you wanted to buy 1,000,000 shares you would be quoted a Volume Weighted Average Price which in this example would be worked out at 161.791.

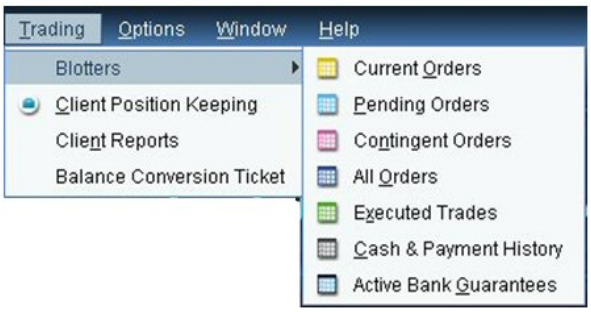
16 Blotter Selection Panel

Blotters allow you to monitor your all your orders and trading activity and you can have multiple blotters open at any given time. There are 7 types of Blotters available:

Current Orders	When orders are first placed on **Market***maker*:Desktop they are displayed in this blotter. They will remain here until they are dealt with by the dealing desk and become executed (for Market orders) or pending (for Limits and Stops).
Pending Orders	This shows all orders that are pending. This includes Limit Orders, Stop Orders and GSOs (please note that GSOs can only be placed via telephone dealing). These will be shown in the pending blotters until they have been triggered and filled.
Contingent Orders	This shows orders that are linked to other orders, but not yet active and waiting to be triggered (primarily used with If-Done orders).
All Orders	This shows all orders that have been placed in the selected timeframe.
Executed Trades	This shows all the trades carried out by the chosen account in the selected timeframe.
Cash & Payment History	This shows all the cash transactions that have flowed in and out of your account.
Active Bank Guarantees	This will show the details of any applicable bank guarantees.

16.1 Opening a New Blotter

- From the menu, left click on Trading and then Blotters to get the following screen:



- or left click on the down arrow (located on the right-hand side) of the All Orders icon:

  - Select the type of blotter required from Current Orders, Pending Orders, Contingent Orders, All Orders Executed Trades, Cash & Payments History and Active Bank Guarantees.
  - Select an instrument group or a particular instrument (note that for All Orders and Executed Order you may also select the duration).
  - Left click OK to execute the search.
  - Your blotter will now appear in a separate window within the Live Trading area. To take the window out of Live Trading and into a separate part of the screen, left click on the curved arrow button (in the top right hand corner of the window).

Note: *Your Blotter will automatically update for the day you have selected. However, if you save your blotter as part of your layout, every time that layout is up loaded; it will show as the date last set, until you manually reset it.*

Note: *By double left clicking on an order within a blotter it will open the related order ticket in a new order ticket window.*

16.2 Open Multiple Blotters into a Single Window

You can open all the different kind of blotters into a single window and have each one displayed as a tab in the window.

- To start with open the first blotter for example Current Orders by clicking on its icon in the toolbar and then by clicking the OK button.

- Then, anywhere in the light grey section of the blotter where you can see the All Accounts tab, right click and you will see two sub-options; New Blotter and Close Blotter.

- Left click on New Blotter and the Blotter Request window will appear.

- From the Blotter Type drop down box, select the next blotter in the list you want to open, e.g. Pending Orders. Alter the Account (if applicable) and instrument options if you need to and then click on the OK button. The main blotter window will now show two tabs.

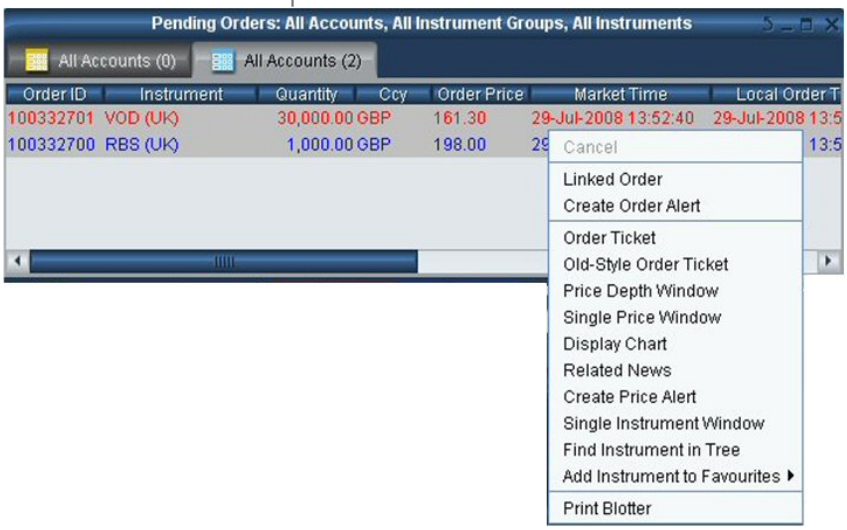
- Repeat the process of right clicking on the top section, selecting New Blotter until all the blotters you want to display are visible.

Pending Orders: All Accounts, All Instrument Groups, All Instruments
All Accounts (0)
All Accounts (2)
Order ID Instrument Quantity Ccy Order Price Market Time Local Order T
100332701 VOD (UK) 30,000.00 GBP 161.30 29-Jul-2008 13:52:40 29-Jul-2008 13:5
100332700 RBS (UK) 1,000.00 GBP 198.00 29-Jul-2008 13:52:40 29-Jul-2008 13:5

16.3 Printing Blotters

To print any of your blotters:

- Select the blotter you want to print by either left clicking on the window or by clicking on the tab if you've combined the views.
- Then, right click on any instrument within your list.
- From the list of sub-menu options, left click on Print Blotter located at the bottom of the list as in the example below:


Pending Orders: All Accounts, All Instrument Groups, All Instruments
All Accounts (0)
All Accounts (2)
Order ID Instrument Quantity Ccy Order Price Market Time Local Order T
100332701 VOD (UK) 30,000.00 GBP 161.30 29-Jul-2008 13:52:40 29-Jul-2008 13:5
100332700 RBS (UK) 1,000.00 GBP 198.00
Cancel
Linked Order
Create Order Alert
Order Ticket
Old-Style Order Ticket
Price Depth Window
Single Price Window
Display Chart
Related News
Create Price Alert
Single Instrument Window
Find Instrument in Tree
Add Instrument to Favourites
Print Blotter

17 Real-Time Position Keeping

Market*maker*:Desktop software includes real-time position keeping.

Note: *The real-time Position Keeping uses the current market mid-price to value any open positions for profit/loss (p/l). The p/l figure is only indicative, hence it's full name of unrealised p/l.*

Review Your Open Positions

You can review your Open Positions:

- From the menu, by left clicking on Trading then on Client Position Keeping or by left clicking on the Position Keeping icon within the toolbar
- The Position window will automatically appear within the main trading window.

You can monitor your CFD, FX and Cash Positions as well as seeing a Summary of your Funds at anytime.

17.1 Summary View

In the example below, the first line of figures shows that the account has a Total Equity of £52,009.44 of which £3,596.65 is the Total Margin and the remaining £48,412.79 is held as Free Equity (GBP).

17.2 Cash Positions

The first tab shows the day's cash position breakdown of £149,745.14.

17.3 CFD Positions

The second tab shows all your open CFD positions which gives you a detailed breakdown of your Profit and Loss for each Instrument.

Instrument	Ccy	L/S	Qty	Value	Mkt	Reval	Today's P/L (GBP)	Ma
BSY (UK)	GBP	Long	500.00	2,375.00	474.00	1	-5.00	
CPW (UK)	GBP	Long	995.00	3,094.45	310.62	1	-3.73	
RBS (UK)	GBP	Short	1,000.00	1,949.50	235.88	1	-409.30	
VOD (UK)	GBP	Long	40,000.00	161,870.00	161.45	1	-97,290.00	
							-97,708.03	

17.4 Spot, Forward FX and Positions

The third tab shows all your open FX positions which gives you a detailed breakdown of your profit and loss for each instrument.

Ccy1	Ccy2	Value Date	Qty1	Qty2	Avg	Mkt	Reval	To
EUR	JPY	12-Aug-2008	+100,000.00	-16,558,000.00	165.58	165.55	208.18	
USD	JPY	19-Aug-2008	+100,000.00	-10,989,000.00	109.89	109.96	211.04	

Note: *If you see an instrument where the quantity is 0, it means you are flat and have no current position on that instrument any more.*

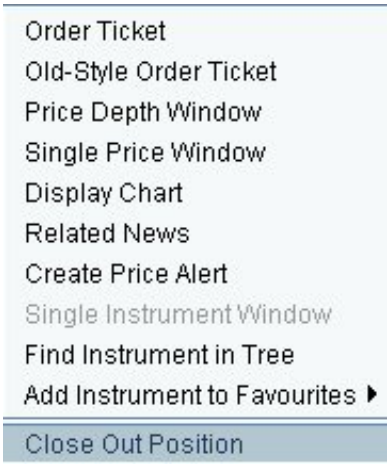
17.5 Position Keeping Columns

Instrument	Displays the instrument name you have the position on
Ccy	Currency of the instrument traded
L/S	Displays whether the trade was long or short
Qty	Displays the quantity traded.
Value	Displays the value of the trade (quantity x price paid)
Market	Displays the current market mid-price
Reval	Displays the exchange rate used to calculate the Profit and Loss, against the currency of that position
P/L	Displays profit or loss on the position
Margin	Margin required represents the proportion of the trade's total value that must be covered by funds in your account.
Margin %	The percentage of the total value of the trade used to calculate the Margin required.
Liq %	This represents the level where margin must be balanced against free equity. Otherwise the position may become eligible for automatic liquidation.
Value Date	This is the date that the value was given.

17.6 Closing-Out Your Positions

Position keeping also provides you with a quick way to close out any of your positions.

- Right click on the open position you want to close and the sub-menu will appear:



- Left click on Close out Position and an Order Ticket will be displayed. All you need to do is click on the Place Order button to close out the position. Should you wish to cancel your order request, simply click on the X located on the top right-hand side of the window and your position will remain as it was.

17.7 Status Bar (Position Keeping)

Your Status Bar is located at the bottom of your screen and will show you your current Total Equity, Total Margin and Total Free Equity (see section 27.3 for more information).

18 Introduction to One-Click Dealing

One-Click dealing allows you to trade within a single click of seeing a price. One-Click tickets can be opened by one of four methods:

- Right clicking on your instrument and selecting Order Ticket from the drop down menu within **Market***maker*:Desktop
- Or by double-clicking on any Instrument within the Tree
- Or by dragging your chosen Instrument from the Tree into the main screen
- Or by highlighting the instrument within the Tree and selecting the Order Ticket icon located at the bottom of the Instrument Tree.

One-Click ticket **Market***maker*:Desktop will automatically set default quantity values. These can be changed and saved at any time, offering you the ability to set different values for different instruments. When you first use the One-Click ticket you will automatically be set up to trade with 2 clicks. Should you choose to switch to 'true' 1 click dealing then a warning acceptance window will appear. In order to trade using 1 click you must first read and accept the warning.

18.1 The One-Click Ticket

Instrument	The name of the **Market***maker*:Desktop instrument that is being traded
Price	The current bid/offer price indication level for this instrument
Order Type Spinner	You can select between Market, Stop, Limit, and OCO order types
Order Quantity Spinner	You can select the quantity of your order.
Sell	Is the button used to place a sell order for the specified quantity at the displayed bid price
Buy	Is the button used to place a buy order for the specified quantity at the displayed offer price
Number of clicks required to complete a trade	Specifies whether you are using 1 or 2 clicks to place your trade
Depth	The Depth arrows allows you to see both the current bid and offer price and the volumes and bid and offer prices beneath the current market level to show the depth from the order ticket

Once the ticket is open you can buy or sell the default quantity by clicking Buy or Sell. The ticket will always open with an order type of Market. If you wish to place a Limit or Stop Order then you must change the Type by using the order Type Spinner. The order type selected will determine what other options are shown on the ticket.

For example: when the Type is set Limit, the Limit Price value is also displayed. You can edit the Quantity you want to trade by either typing in the value or by clicking on the Quantity Spinner the same procedure is used for Stop Price.

18.2 Setting Default Values

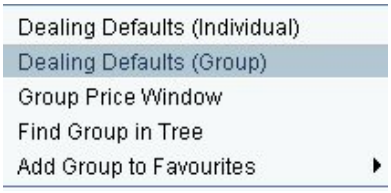
One-Click Ticket, **Market***maker*:Desktop will automatically set default values. These can be changed and saved at any time, with the ability to set different values for different instruments.

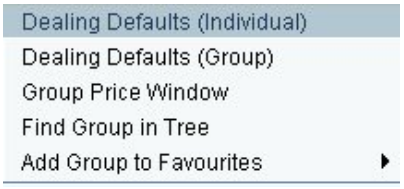
18.2.1 Changing Default Values for Individual Instruments

Changing the Quantity or Clicks value causes a Save button to appear at the bottom left hand corner of the order ticket see the example below. Clicking this causes the default values for this instrument to be updated.

18.2.2 Changing Default Values for Groups of Instruments

By right-clicking on your Order Ticket, it is possible to set the default values for single instruments or groups of instruments from within the One-Click Dealing defaults window see the example below:





By Selecting Dealing Defaults (Group or Individual) from the instrument menu the One-Click Dealing Defaults window will appear.

You can edit the default Quantity and Clicks values for Market, Limit and Stop Orders. Once you have edited a value it will turn grey. To save the changes you have made click Apply Changes, the value

boxes will momentarily turn blue and then confirm your changes. You can remove any of your new changes (before clicking on Apply Changes) by selecting the Undo Changes button.

18.3 Placing Trades

18.3.1 Market Orders

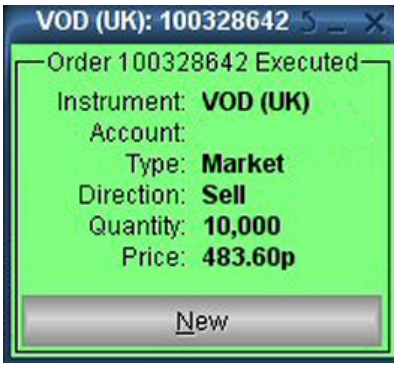
To place a Market Order you will need to click the Buy or Sell button on the Market Order Ticket.

If you are trading with 2 clicks then you will first see the Order Summary screen (shown below), where you can either click the Place button to place your order or click on Back if you wish to change something.

If you have happy with your order click on Place and your order will then become Active:

Note: *If you are trading with One-Click then the order will move straight to the Order Active screen (above).*

Once your order is Active it will then become executed or cancelled. If it is successfully executed, you will see the following Order Executed screen).



If your order is cancelled, for example due to insufficient funds, you will see the Order Cancelled screen (shown below) along with the cancellation reason showing at the bottom of the ticket.

As with any order, there may be times when the dealing desk need to re-quote you a new price. If this happens your Active Order screen will then become an Order Re-quoted screen as shown below.

You now have the choice to accept the trade at the new price or to cancel your order within the 5 seconds allocated. If you accept the re-quote the order will once again become active and will then be executed.

Note: *If you do not accept the re-quote in the required time then your order will be cancelled.*

18.3.2 Stop and Limit Orders

To place Stop and Limit Orders using the One-Click ticket, click on the Order Type Spinner to change the order type to Stop or Limit. By selecting Stop or Limit will cause the Price to appear, in our example we have used a Limit Order see below:

You can now adjust this price to the required level as normal.

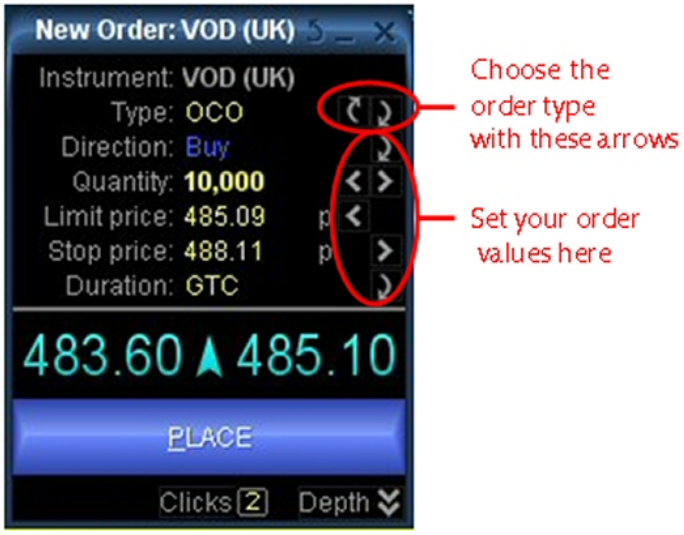
Note: *that with Stop and Limit Orders you will also have to select a Duration. You can choose from a Good Till Cancelled (GTC) which lasts until you cancel it or Day, which expires at the end of our trading day.*

- Click either Buy or Sell and if the Stop or Limit Order was successfully placed you will see the Order Pending screen below:

18.3.3 One Cancels the Other (OCO) Orders

With the new One-Click strategy orders, you can place One Cancels the Other (OCO) orders through the standard **Market***maker*:Desktop One-Click order ticket.

Select your Order Type using the spinner until it reads OCO. You can then set the values for this order using the controls underneath (as shown below).



19 Instrument Analysis

Market*maker*:Desktop can display financial analysis reports for leading companies. The analysis will provide the following types of information:

- Business Summary
- Financial Summary
- Price data (current price, highs and lows)
- Dividend Per Share
- Market Capitalisation
- P/E ratio
- Turnover & Profits
- Accounting Ratios

19.1 Find Analysis for a Specific Instrument

There are four ways to find the analysis information available for specific instrument:

1. From the Instrument Tree:

   - Find the instrument you are interested in within the Instrument Tree.
   - Right click on it to display the sub-menu, then
   - Left click on the Related Analysis option.

2. From an open Price Window:

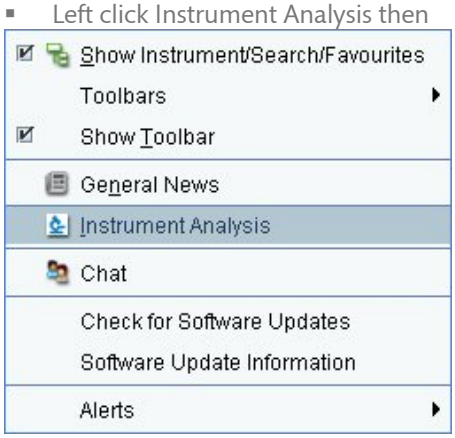
   - If you have price window open, right click on it, then
   - Left click on Related Analysis from the sub-menu that appears (shown below):

3. From the toolbar:

- Left click on the Analysis icon
- Select the instrument you want from the drop down box, then
- Left click the OK button.

4. From the menu:

- Left click on View, then
- Left click Instrument Analysis then



- Select the instrument you want from the drop down box, then
- Left click the OK button.

Market*maker*:Desktop will then retrieve the analysis report and display it within a web page, where you can view or print off the information.

Note: *The second and third options are the quickest way to find any analysis available related to the specific instrument you are interested in.*

Note: *that not all instruments will have analysis data available.*

This example shows what a report for Vodafone would look like.

Vodafone Group Plc(VOD) Reporting Currency: GBP Company Type/Status: Equity Issue/Active Last Modified: 2002-12-09
Latest Fiscal Year for Company March-2003

		As at Date
Number of Shares Outstanding	68,140,847,520	2002-03-31
Number of Shares in the Float	67,459,400,000	2002-03-31

		As at Date
Number of Employees	67,178	2002-03-31
Number of Common Shareholders	652,007	

Business Summary Last Modified: 2002-07-11

Vodafone Group plc is a wireless telecommunications company with a significant presence in Continental Europe, the United Kingdom, the United States and the Far East through subsidiary undertakings, joint ventures and associated undertakings, with further interests in wireless telecommunications businesses in the Middle Eastern and African region. As of March 31, 2002, the Company operated in 28 countries worldwide, and had approximately 101.1 million customers, and more than 229.1 million registered venture customers. Vodafone provides a full range of wireless telecommunications services, including voice and data communications. On April 1, 2001, in response to its expansion, the Company implemented a planned reorganization of its overall management structure into five main regions: Northern Europe; Middle East and Africa; Central Europe; Southern Europe; Americas; and Asia Pacific.

Financial Summary Last Modified: 2002-11-18

BRIEF: For the six months ended 30 September 2002, Vodafone Group Plc's turnover increased 67% to 14.90B. Net loss for the period decreased 55% to 4.34B. Turnover reflects increased sales revenues from the European and Asia Pacific markets. Lower net loss reflects a decreased share of the operating losses in joint ventures and associated undertakings, as well as an increased profit on the disposal of fixed asset investments.

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Company Web Page Links

Home Page
News Releases
Investor Relations
Financial Information
Corporate History/Profile
Employment Opportunities
Company Contact/E-mail

Index, Industry/Sector	Code	Description
Index Membership		
SIC	4812	Radiotelephone Communications

As of 2002-12-18	Age	Position	Officer Since
MacLaurin, Lord	65	Chairman of the Board	2000-05-23
Sarin, Arun	48	Chief Executive Officer, Director	2003-07-30
Hazen, Paul	60	Deputy Chairman of the Board	2000-05
Hydon, Kenneth J.	57	Finance Director, Director	
Bamford, Peter R.	48	Chief Executive - Northern Europe, Middle East and Africa Region, Director	
Colao, Vittorio	40	Chief Executive, Southern Europe Region, Director	2002-04-01
Geitner, Thomas	47	Chief Executive, Global Products and Services, Director	2000-05
Horn-Smith, Julian M.	53	Group Chief Operating Officer, Director	2001-04-01

Price & Volume	2002-09-30
Price	1.18
Price Date	2003-01-21
12M High	1.66
12M Low	0.78
Volume (avg, last 10 days)	230.13135
Div per Share	0.01

Price Related	2002-09-30
Market Capitalisation	80,746.90
Price to Cash Flow	(99,999.98)
Price to Sales	3.53
Price to Tangible Book	3.28
P/E, Excl. Extra. Items	(99,999.98)
P/E, Normalised	(99,999.98)

Profitability Ratios (%)	2002-09-30
Gross Margin	41.14
EBITDA Margin	11.55
Operating Margin	(49.19)
Pre-Tax Margin	(59.26)
Net Profit Margin	(68.63)

Financial Strength	2002-09-30
Quick Ratio	0.44
Current Ratio	0.70
LT Debt/Equity	0.10
Total Debt/Equity	0.11

Income Statement	2002-09-30
Earnings before Taxes	(13,539.00)
Earnings before Taxes, Interest & Depreciation	2,639.00
Earnings before Taxes, Normalised	(12,679.00)
Revenue	22,845.00

Per Share	2002-09-30
Sales per Share	0.34
Payout Ratio	(99,999.98)
EPS, Excl. Extra. Items	(0.24)
EPS, Incl. Extra. Items	(0.24)

Income Statement	2002-09-30
Earnings before Taxes	(13,539.00)
Earnings before Taxes, Interest & Depreciation	2,639.00
Earnings before Taxes, Normalised	(12,679.00)
Revenue	22,845.00
Average Shares Outstanding	67961.00000
Income Available to Common Excl. Extra. Items	(16,155.00)
Total Net Income	(16,155.00)
Net Income Available to Common, Normalised	(15,295.00)
Net Income, Excl. Extra. Items	(16,155.00)
Earnings After Taxes, Normalised	(14,819.00)
Net Income	(16,155.00)

Per Share	2002-09-30
Sales per Share	0.34
Payout Ratio	(99,999.98)
EPS, Excl. Extra. Items	(0.24)
EPS, Incl. Extra. Items	(0.24)
Book Value per Share	1.92
Cash per Share	0.03
Cash Flow per Share	(0.03)
Tangible Book Value per Share	0.36
EPS, Normalised	(0.23)

Management Effectiveness (%)	2002-09-30
Return on Average Assets	(9.35)
Return on Investment	(10.13)
Return on Average Common Equity	(11.72)

Balance Sheet	2002-09-30
Cash and Equivalents	1,872.00

Issue Type	Ticker	Exchange	Country	Name of Stock	Last Split Factor & Date	Global Listing & Shares per Listing
Common Stock	VOD	LSE	GBR	Ordinary Shares		
Common Stock		LSE	GBR	Cumulative Fixed Rate Share		

Fundamental data provided by Multex Fundamentals

Website http://www.multex.com/
Terms and Conditions

20 News

The news window shows the most recent articles by scrolling down the page using the scrollbar you will have access to earlier news bulletins.

20.1 News can be Opened via Three Methods

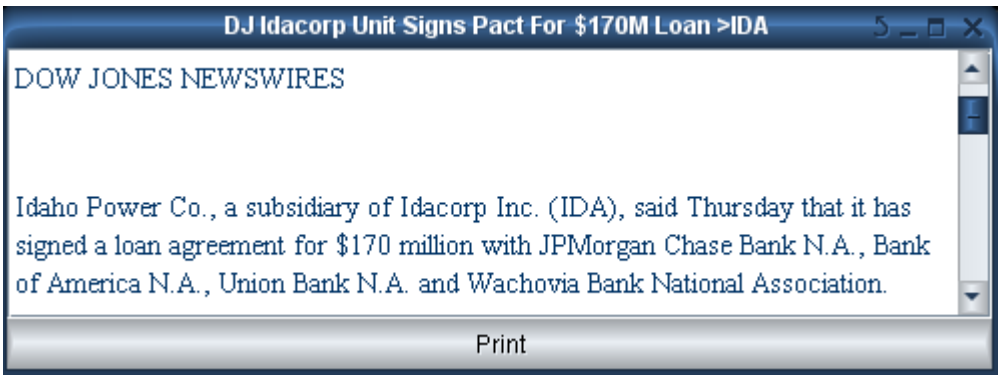
- Left click on the General News icon within the toolbar.
- From the menu, left click View, then General News, or
- Right click on an instrument within the tree, and selecting Related News. This last method allows you to find the latest news stories relating to that specific instrument.

The news screen will look like this:

All News (62)
Time
Publisher
Headline
5-Feb-2009 7:57:11 PM DWJ *DJ Sensient Tech 4Q Rev $293.8M >SXT
5-Feb-2009 7:57:11 PM DWJ *DJ Sensient Tech 4Q EPS 43c >SXT
5-Feb-2009 7:56:51 PM DWJ *DJ French Pres:Would Split Profit Betwee...
5-Feb-2009 7:54:41 PM DWJ *DJ French Pres: Suggests Three Way Sp...
5-Feb-2009 7:54:01 PM DWJ DJ US Financial Shares Bounce As Bank ...
5-Feb-2009 7:50:22 PM DWJ *DJ S&P Lowers ROC Pref. II Ratings; On ...
5-Feb-2009 7:49:21 PM DWJ PRESS RELEASE: S&P Lowers ROC Pref...
5-Feb-2009 7:49:02 PM DWJ *DJ GlaxoSmithKline And Genmab Seek ...
5-Feb-2009 7:47:51 PM DWJ PRESS RELEASE: GlaxoSmithKline and ...
5-Feb-2009 7:47:11 PM DWJ DJ US May See Econ Relief By May; Emer...

20.1.1 View News Articles

By double-clicking on a specific headline, the full news article can be viewed within a separate window. This takes a few seconds to load, and once it has been generated the contents can be printed out.


DJ Idacorp Unit Signs Pact For $170M Loan >IDA
DOW JONES NEWSWIRES
Idaho Power Co., a subsidiary of Idacorp Inc. (IDA), said Thursday that it has signed a loan agreement for $170 million with JPMorgan Chase Bank N.A., Bank of America N.A., Union Bank N.A. and Wachovia Bank National Association.
Print

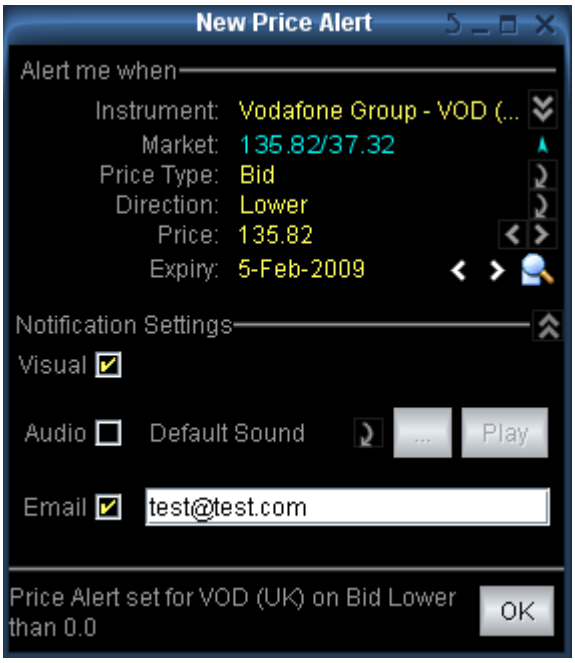
21 Alert Management

Market*maker*:Desktop has an Alert Management feature that allows you to set price alerts on particular instruments. Once you set your target price **Market***maker*:Desktop will automatically tell you when your instrument reaches it.

21.1 Create a Price Alert

There are four ways to create a new price alert (note that the first 3 will take you straight into the New Price Alert window, whilst the fourth method will take you into the Active Price window):

- Click on the New Price Alert icon located within your tool bar. This icon will take you straight into the New Price Alert window:



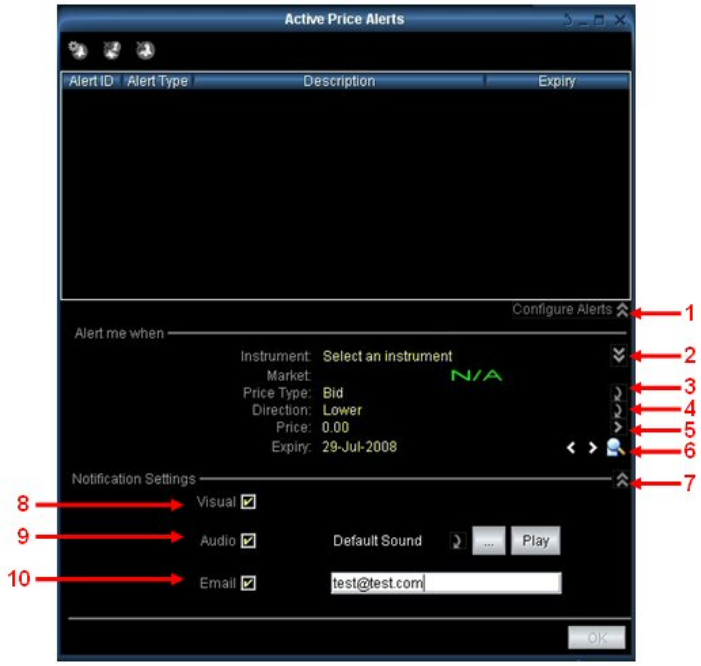
Right click on a Single Price Window, and then left click on Create Price Alert from the sub-menu.

- Or from the Instrument Tree, right click on the desired instrument, then left click on Create Price Alert.
- Or left click on the Price Alert Management icon on the toolbar. Select View Price Alerts as shown in the following example:

Note: *The 2nd and 3rd methods will automatically insert the chosen instrument into the Instrument field. The 1st and 4th method will not; you will need to find the instrument manually, by clicking on the*

Instrument field and either scrolling up or down until you find it, or by typing the first few characters of the instrument's name until it jumps to your desired instrument.

Using example four, the Active Price Alert window will then appear:



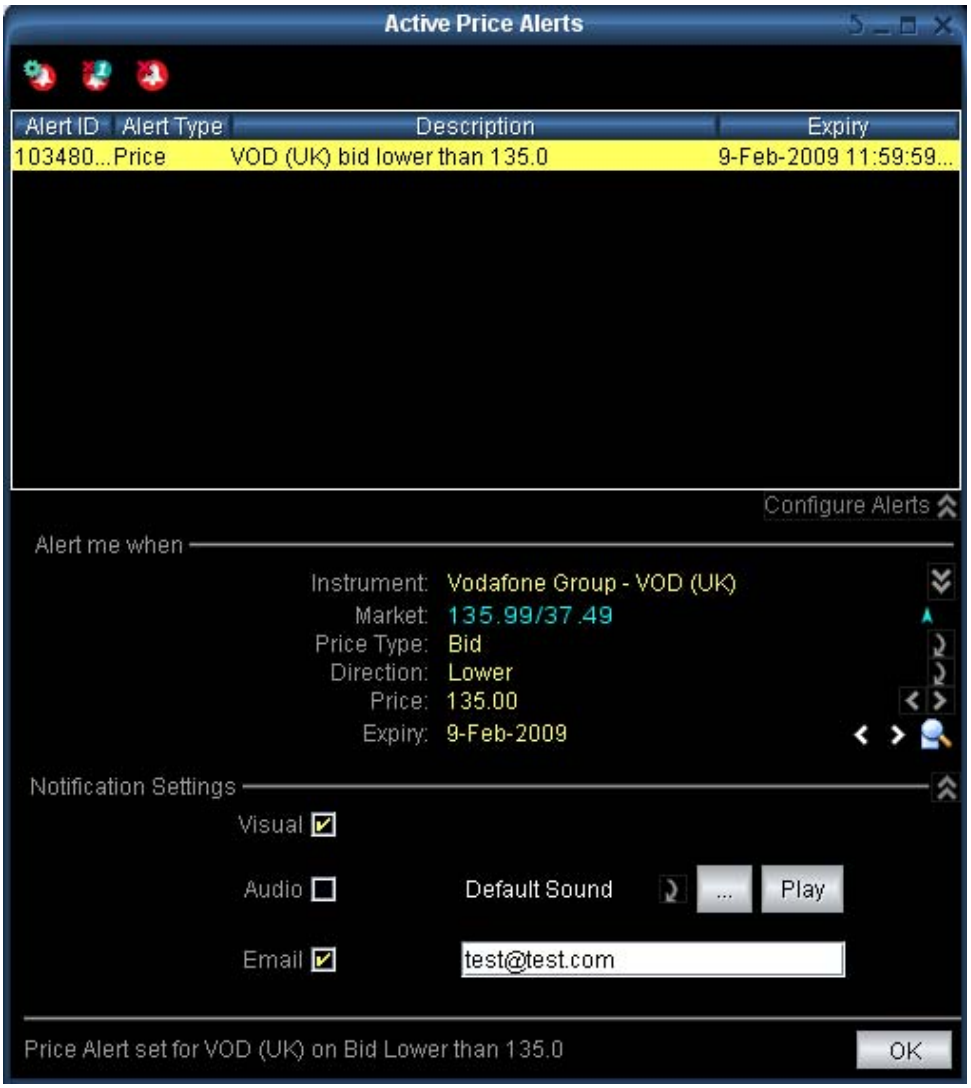
1	The Configure Alerts screen can be opened or closed by clicking on these arrows.
2	You can select an Instrument by clicking on the downwards arrows and clicking on one instrument.
3	By clicking on the spinner you can choose either Bid or Offer for the Price Type.
4	By clicking on the spinner you can choose either Lower or Higher for the Direction of the Alert.
5	By clicking on the Price arrows you can set your price amount; the left arrow will decrease the amount, whilst the right arrow will increase the amount.
6	By clicking on the Expiry arrows you can increase or decrease the expiry date. By clicking on the following icon you can select a date using the calendar.
7	The Notification Settings screen can be opened of closed by clicking on these arrows.
8	Visual allows you to see your alert on-screen.
9	Audio allows you to hear the alert.
10	By selecting Email and by typing in your email address **Market***maker*:Desktop will automatically send you an email once your price has been reached.

Once everything has been set click on the OK button to activate your alert.

Note: *Remember that you can add as many alerts as you want. Simply close the window once you have finished.*

In the example below, a price alert has been created that will activate:

- When the bid price of Vodafone is lower than 135.0 (against the market price of 135.99/37.49 at the time this alert was created),
- To expire on the 9th Feb 2009 and
- To generate a visual notice if the alert is met.



21.2 Viewing Existing Alerts

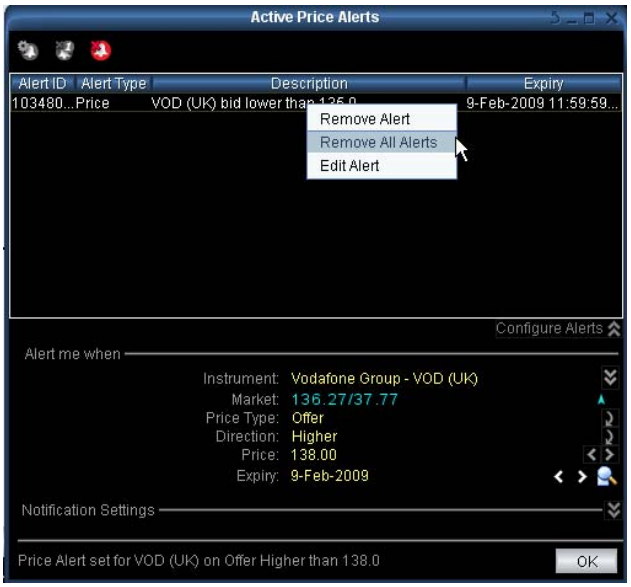
To view existing price alerts, click on the Alerts Summary icon within the toolbar. This will display the Alerts Summary window.

21.3 How to Edit or Remove a Price Alert

To remove a price alert that has not yet expired;

Open the Active Price Alert Window (see below), right click on the alert you wish to edit or remove. Or use any of the following icons:

- Edit Alert
- Remove Alert
- Remove All Alerts



22 Order Alerts

Market*maker*:Desktop has an Alert Management feature that allows you to be notified when an order becomes Pending, Live, Executed or Cancelled.

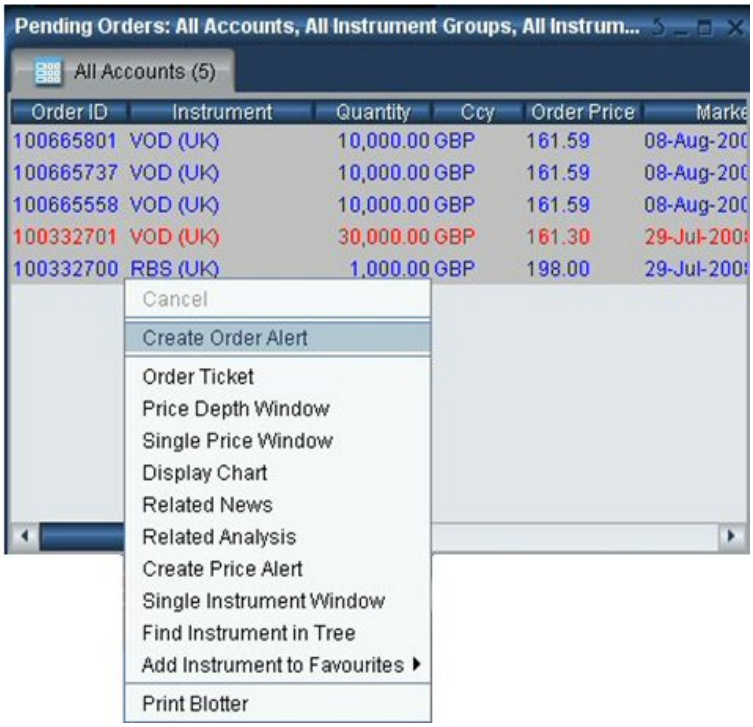
22.1 Create an Order Alert

Once you have placed an order left click on the down arrow next to your blotter icon and select a blotter from the dropdown list. In our example below we have chosen to use Pending Orders:

Once your Pending Order window is open:

Pending Orders: All Accounts, All Instrument Groups, All Instrum...
All Accounts (5)
Order ID Instrument Quantity Ccy Order Price Marke
100665801 VOD (UK) 10,000.00 GBP 161.59 08-Aug-200
100665737 VOD (UK) 10,000.00 GBP 161.59 08-Aug-200
100665558 VOD (UK) 10,000.00 GBP 161.59 08-Aug-200
100332701 VOD (UK) 30,000.00 GBP 161.30 29-Jul-200
100332700 RBS (UK) 1,000.00 GBP 198.00 29-Jul-200

- Right click over the Instrument that you want to create an Order Alert on and then select Create Order Alert:



- Your New Order Alert window will now appear within your trading window.

22.2 An Order Alert

1	Use the spinners to change the Becomes status to Executed, Cancelled or Pending/Live.
2	Use the arrows to adjust the date.
3	Use this icon to adjust the date using the calendar function.
4	Use these arrows to open and close your Notification Settings.
5	Use this spinner to adjust the Audio to either Default Sound or Beep Only.
6	Use this button to search for your own Audio sounds on your PC.
7	Click on the Play button to listen to your Audio sound.
8	Use this field to enter in your email address so that an email alert can be sent straight into your Inbox.
9	When you are happy with your 'Order Alert' click on OK

Note: *that you decide which of these alerts to use.*

22.3 How to Place an Executed Order Alert

This Order Alert will notify you when your trade becomes Executed. Once you have brought up your New Order Alert Window (see the Create a Order Alert section for more information) use the spinners to make sure that Becomes is set to Executed. Then use or to adjust your Order Alert Expiry date.

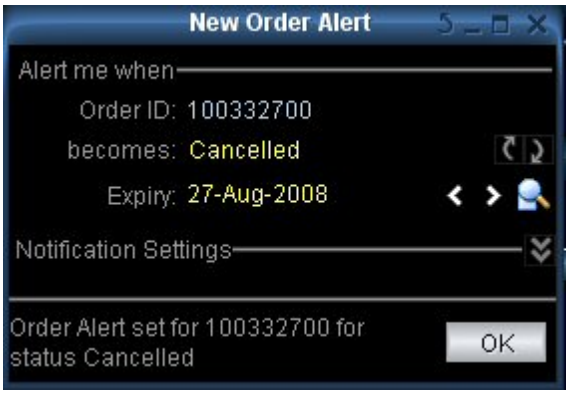
By using the Notification Settings you can choose how you would like to be notified that your trade has been executed.

Use the down-arrows to view your notification settings choose from:

- Visual - A notification will appear within your trading window.
- Audio - A sound will be played from your PC.
- Email – An email will be automatically sent to you.

22.4 How to Place a Cancelled Order Alert

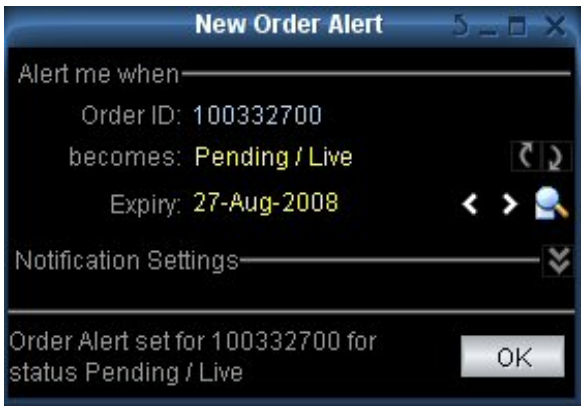
This order alert will notify you when your trade becomes Cancelled.



Follow the same procedure as How to place an Executed Order Alert but use the spinners to make sure that Becomes' is set to Cancelled.

22.5 How to place a Pending or a Live Order Alert

This order alert will notify you when your trade becomes Pending/Live.



Follow the same procedure as 'How to place an Executed Order Alert' (section 21.3) but use the spinners to make sure that Becomes is set to Pending/Live.

22.6 Viewing Existing Order Alerts

Click on the arrow next to the Alerts Summary icon and left click on View Order Alerts (as in the example below) to view your existing Order Alerts.

This will display your Active Order Alerts window.

22.7 To Edit or Remove an Order Alert

To remove an Order Alert that has not yet expired, open the Active Order Alerts window (as above).

Right click on the alert you wish to edit or remove and the following screen will appear:

Then left click on, Remove Alert, Remove All Alerts or Edit Alert. Or select your Instrument and use any of the following icons:

1. Edit Alert
2. Remove Alert
3. Remove All Alerts

23 Client Reporting

Within the **Market***maker*:Desktop software you can request Daily Statements and Current Position reports.

23.1 Daily Statements

A Daily Statement report will give you a breakdown of the trades and balances for the specified date you request.

To request a Daily Statement report:

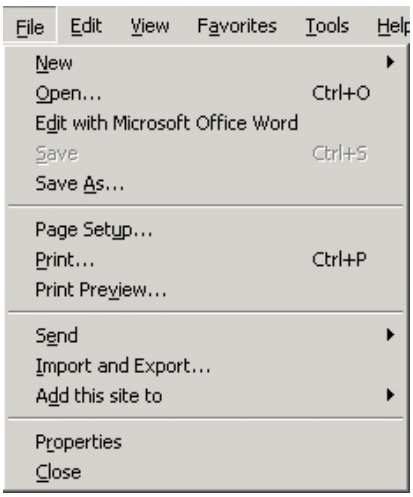
- Left click Trading on the menu
- Left click Client Reports
- Select Daily Statements from the Report drop down field.
- Select the account you wish to examine
- Enter the date you want to examine
- Click the OK button

If the result returned says 'No Report Found', try again and check the date you are entering to ensure it was a trading day and not a bank holiday or weekend.

23.2 Printing Your Statements

To print your Statement:

- Right click on your statement to bring up the option menu as shown below:



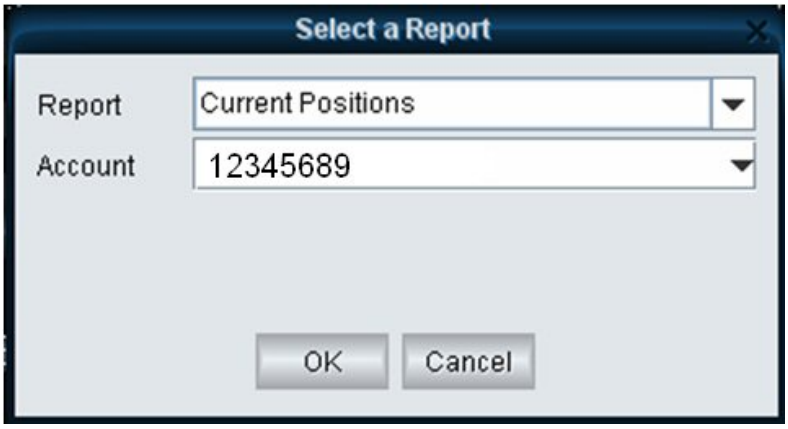
- Then click on Print

23.3 Current Positions

The Current Positions report will detail all your open positions. This information can also be found in Client Position Keeping.

To request a Current Position report:

- Left click Trading on the menu
- Left click Client Reports
- Select Current Positions from the Report drop down field.
- Select the account you wish to examine
- Click the OK button

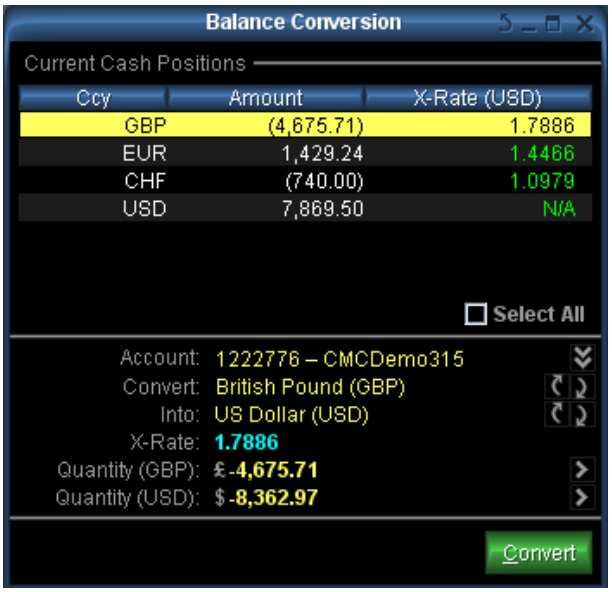


If the result returned says 'No Report Found', you can either check the real-time Client Position Keeping facility within the software or call Helpdesk for assistance.

24 Balance Conversion Tickets

To open the Balance Conversion Window select Trading and then left click on Balance Conversion Ticket as shown in the example below:

The conversion window will then automatically appear within your main trading window.



24.1 Create a Balance Conversion

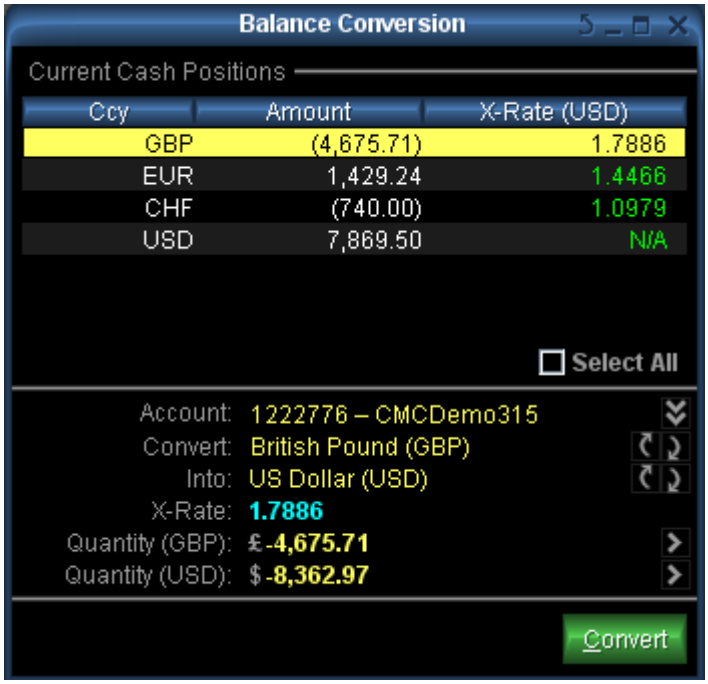
Select the currency that you would like to convert by using the following methods:

- Left click on the currency within your Current Cash Positions window.
- Use the Convert Spinners to select the currency you wish to convert.
- By double clicking on the Into currency amount the following drop down box will appear:

From here you can select the currency you wish to convert.

Note: *that the default option will always be your base currency.*

- Once you have set your Convert and Into currency type double click on either your primary or secondary quantity, and manually type in the amount you would like to exchange or use the arrow keys (situated to the right hand side of the quantity amounts).
- Once all the information you have entered is correct press the Convert button located at the bottom right hand side of the screen.



- You can then choose to go back to the previous screen by clicking on the following icon

or to Confirm your Balance Conversion by using this icon

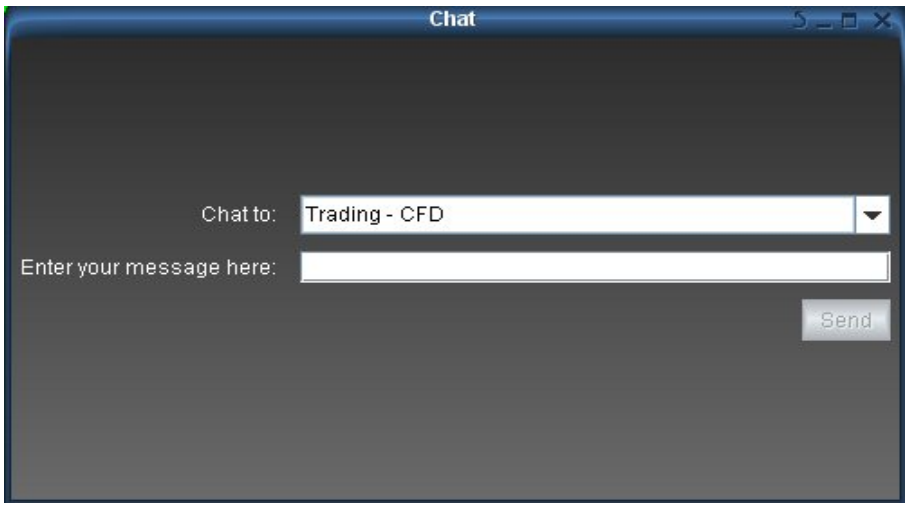
.

If you would like to convert all your currencies either tick the Select All box. Or hold down the Control (Ctrl) button on your keyboard and left click on the currencies you wish to convert Current Cash positions section.

Note: *If you decide that you would not like to make any conversions then just select the cross in the top right hand corner of the Current Cash Positions window which will close the window.*

25 Online Chat (Help & Dealer)

Market*maker*:Desktop allows you to chat with a Dealer and the Helpdesk team online.



25.1 Enter Into a Chat Conversation

- From the menu, left click on View then left click Chat or click on the Chat icon within the toolbar
- The chat window will then appear
- Select who you would like to Chat To from the drop down list
- Type in what you would like to say, then
- Left click on the Send button or press the Enter button on your keyboard
- A response will then be sent back to you

The chat conversation then continues until one or other side of the conversation draws it to a close by closing the Chat window.

26 Layout Management

The Layout Management section allows different screen setups to be saved and loaded at any time.

26.1 Save the Current Layout

To save the current layout in use:

- From the menu, left click on File then left click on Save Layout or left click the Save Layout icon on the toolbar.

26.2 Save the Current Layout to a New File

To save the current layout in use as a new file:

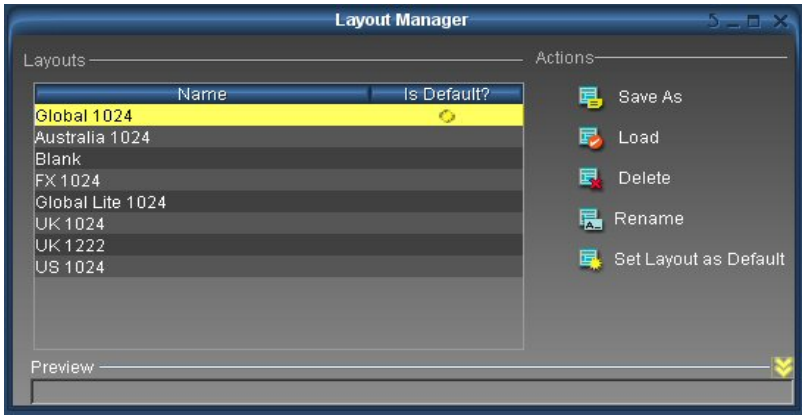
- From the menu, left click on File then left click on Layout manager.
- Click on Save As found on the right-hand side under Actions.
- Type in your new layout name in the box.
- Left click anywhere on the screen to save.

Note: *Special characters may corrupt the layout and you will be unable to open it at a later date.*

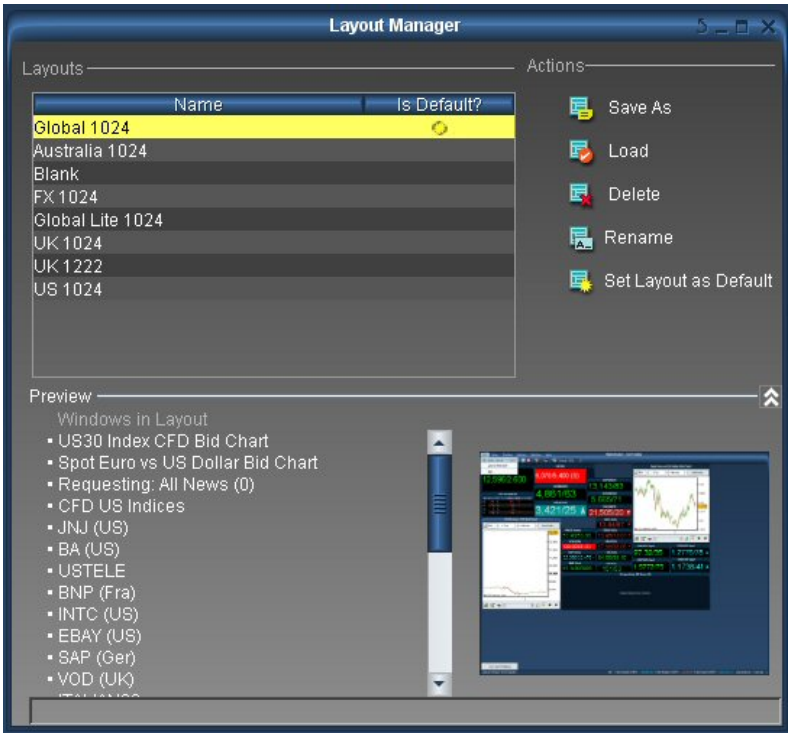
26.3 Open a Layout

To open a layout:

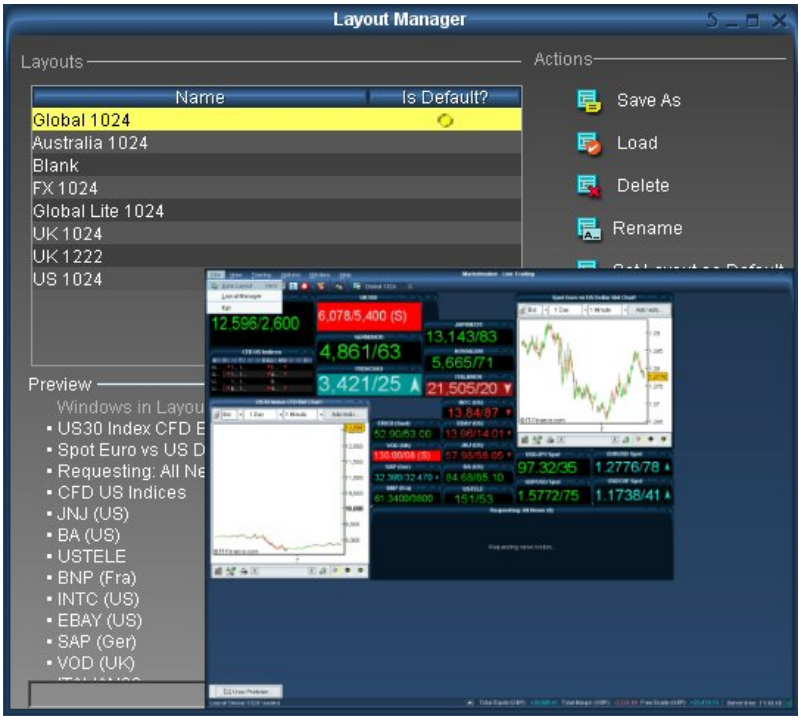
- Go to the menu, left click on File then left click on Layout Manager.
- Then select a layout from the drop-down box in the toolbar in the example below we have used Global 1024.
- From here you can preview each layout before you load it onto your main trading window. By clicking on the Preview Icon located on the bottom right hand side of the Layout Manager window (see example below):



The following preview screen will appear:



- If you hover your mouse over the preview screen the image will enlarge (as shown in the example below) giving you a clearer view



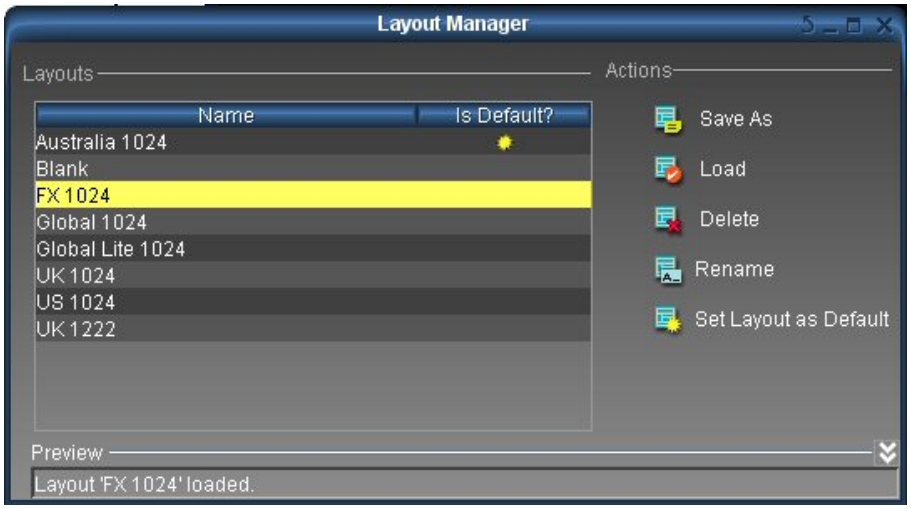
- Once you have chosen your layout click the Load Icon

and your new layout will be loaded onto your screen.

26.4 Delete a Layout

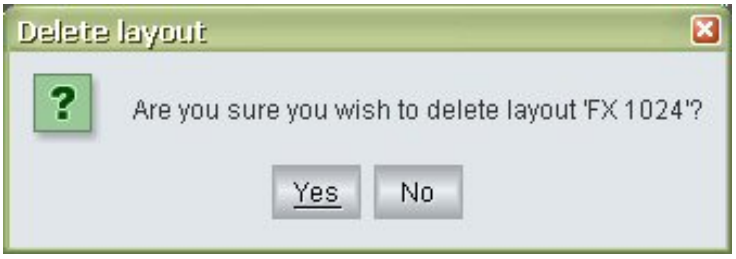
To delete a layout:

- From the menu, left click on File then left click on Layout Manager
- Select the Layout Name you want to delete, in this example we have used FX 1024



- Then left click on the Delete icon

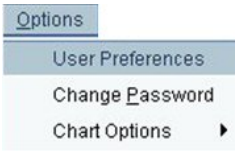
which will then bring up the following window asking you whether or not you wish to proceed:



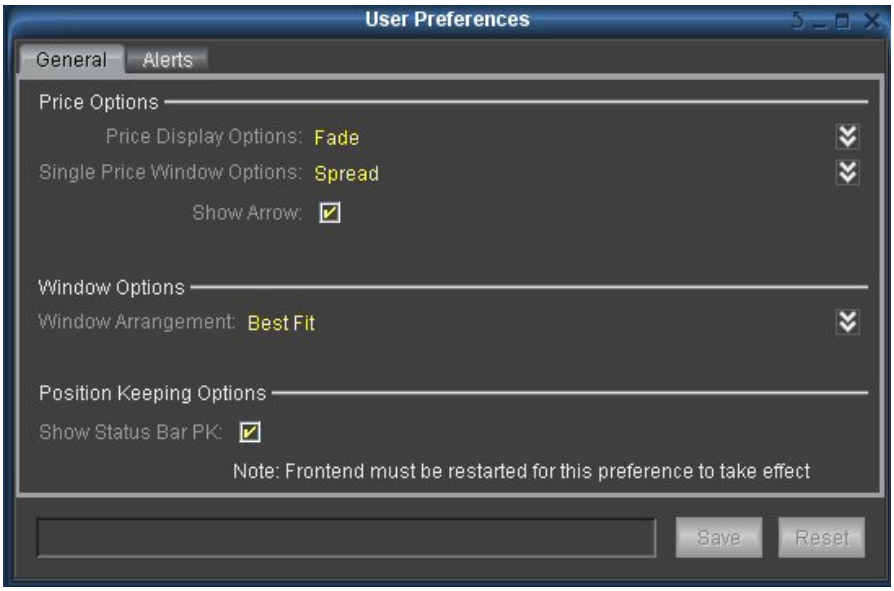
- Left click on the yes button to delete Layout FX1024.

27 User Preferences

You can add in Alerts as well as being able to adjust your Price, Window and Position Keeping preferences to suit the way you trade. Click on Options, located in the file menu and then click on User Preferences as shown in the example below:

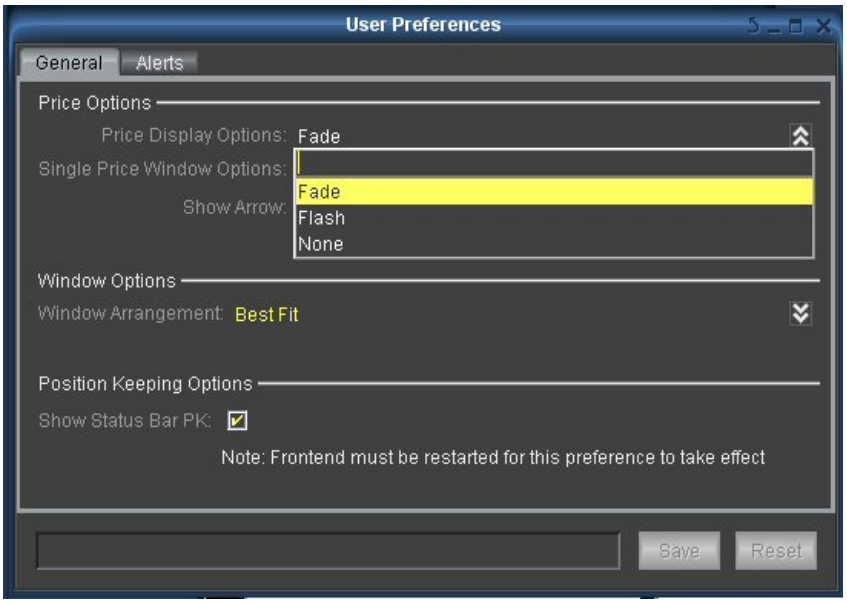


Your User Preferences window will now appear within your main trading area.



27.1 Price Display Options

By clicking on the down arrow button next to Price Display Options the following drop down box will appear:

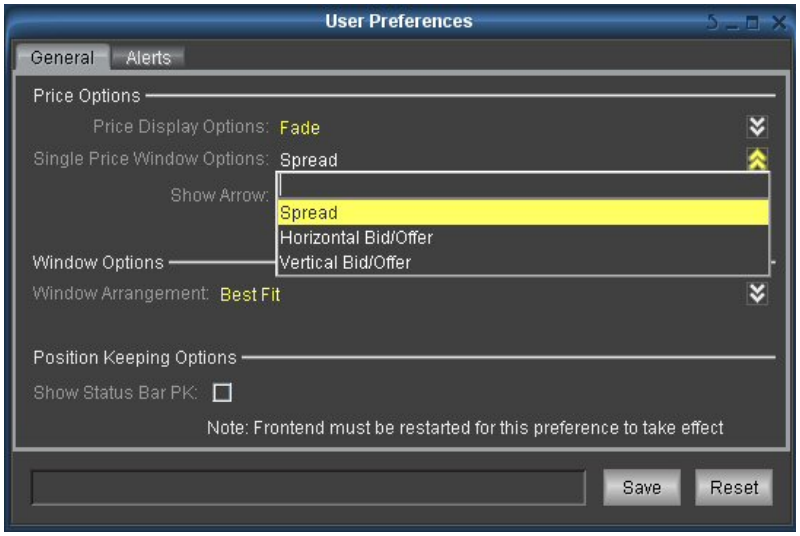


Giving you the option to have your price window Fade or Flash every time a price movement occurs. By choosing None the price colour will change without any additional effects.

Once you have made your choice click on the save icon Save and then close down the User Preferences box (using the button). Your new preferences will now show within your Main Trading Window.

27.1.1 Single Price Window Options

By clicking on the down arrow button next to Single Price Window Options, the following drop down box will appear:



From here you can change the default price window view to:

Spread:

Horizontal Bid/Offer:

Or Vertical Bid/Offer:

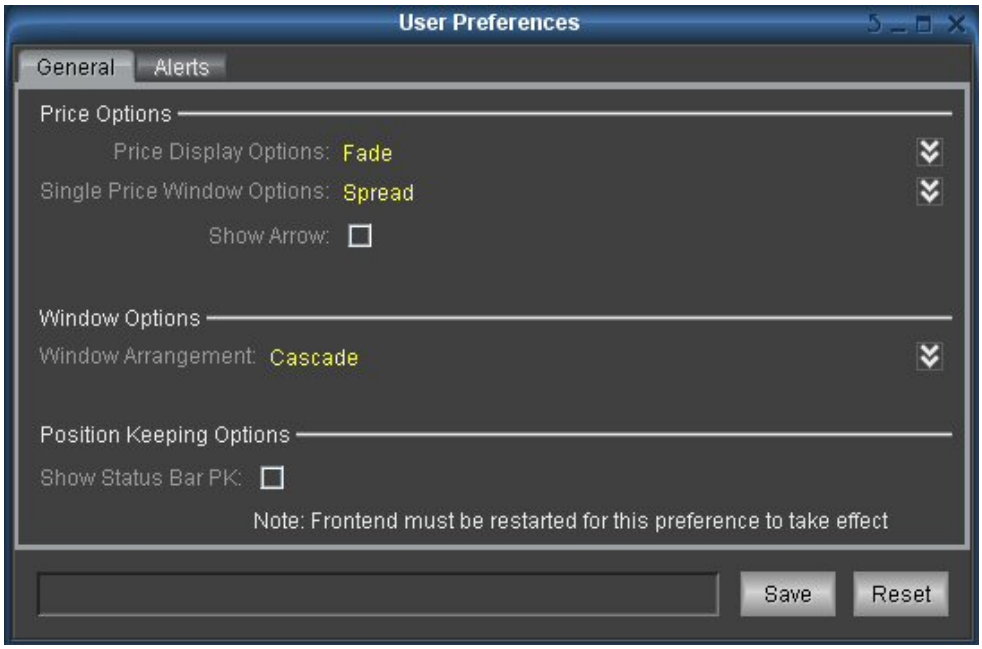
Once you have made your choice click on the save icon

and close down the User Preferences box (using the button). Your new preferences will now show within your Main Trading Window, once you have opened a new price window.

27.1.2 Show or Hide the Price Arrow

Your default Single Price Window will automatically show the the price direction arrow as shown below:

To remove the price direction arrow click on the Show Arrow box to remove the tick and then click the Save button:



And your price window will appear without the price arrow (in all three views):

Spread:

Horizontal Bid/Offer:

Vertical Bid/Offer:

Then save icon

and close down the User Preferences box (using the button) and your new preferences will now show within your Main Trading Window.

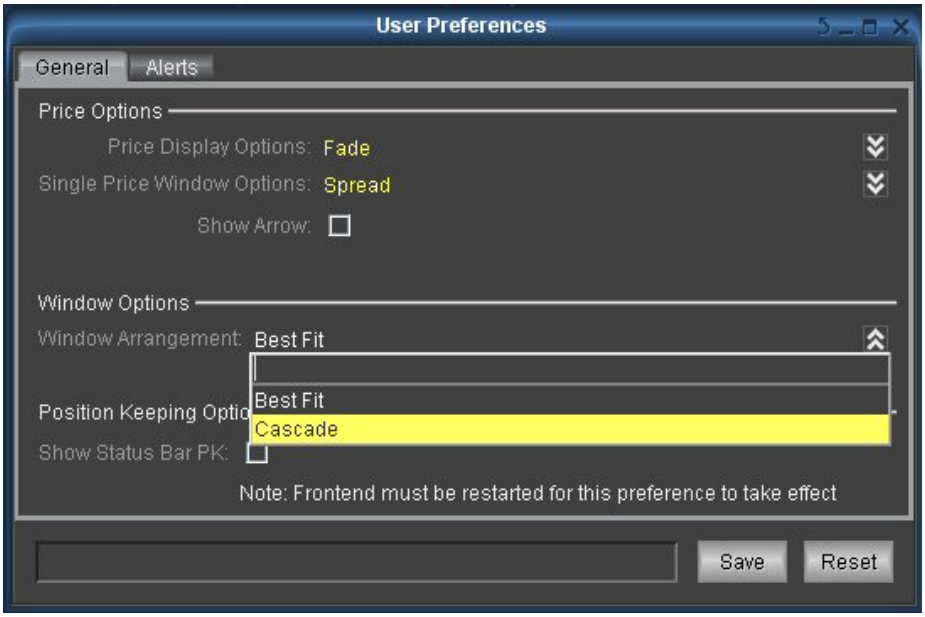
27.2 Window Options

27.2.1 Window Arrangement

Your default Window Arrangement will be set to Best Fit, which means that every open window showing within your layout is clearly visible (and automatically re-arranged to fit your Main Trading Window):

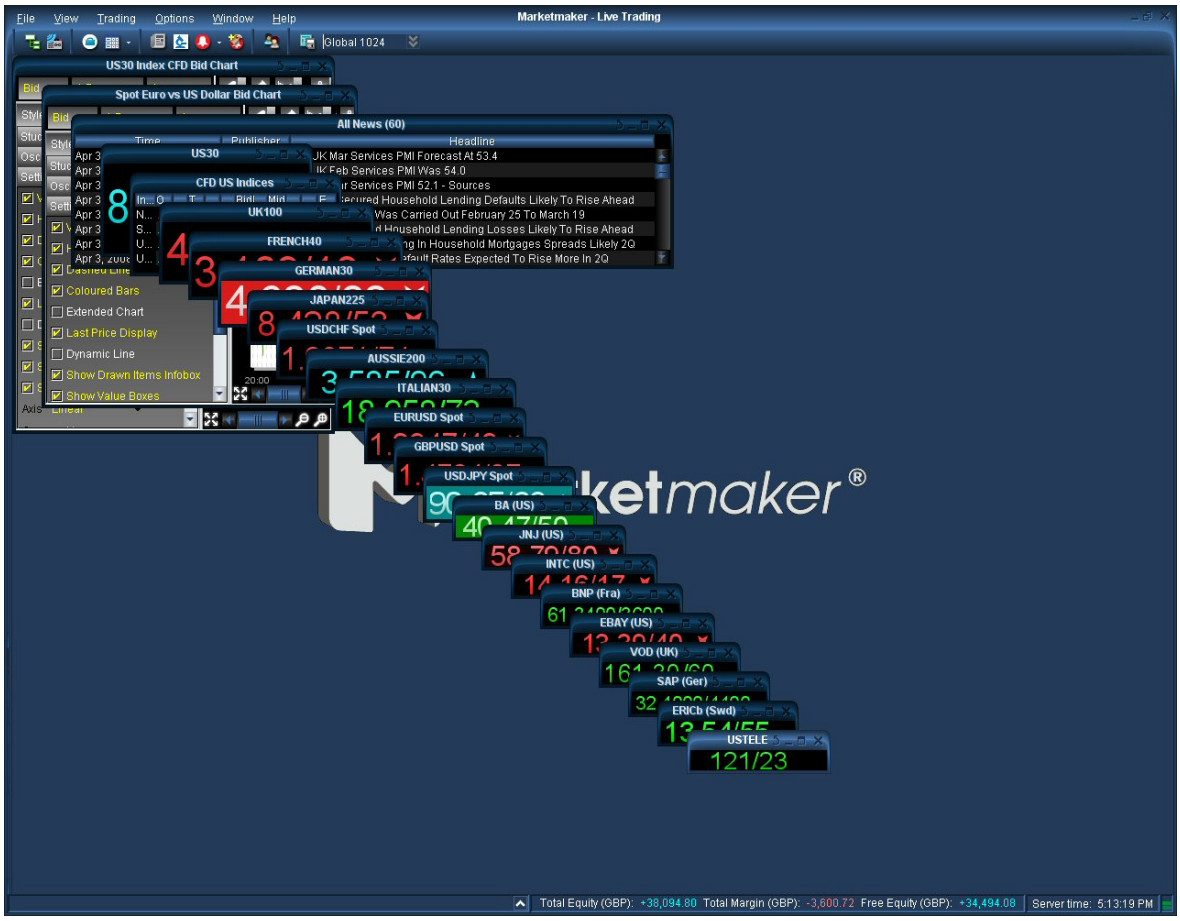
File View Trading Options Window Help
Marketmaker - Live Trading
Global 1024
US30 Index CFD Bid Chart
All News (60)
Time Publisher Headline
Apr 3, 2008 9:30:19 AM DWJ *DJ UK Mar Services PMI Forecast At 53.4
Apr 3, 2008 9:30:21 AM DWJ *DJ UK Feb Services PMI Was 54.0
Apr 3, 2008 9:30:21 AM DWJ *DJ UK Mar Services PMI 52.1 - Sources
Apr 3, 2008 9:30:14 AM DWJ *DJ BOE:Secured Household Lending Defaults Likely To Rise Ahead
Apr 3, 2008 9:30:14 AM DWJ *DJ BOE: Survey Was Carried Out February 25 To March 19
Apr 3, 2008 9:30:11 AM DWJ *DJ BOE: Secured Household Lending Losses Likely To Rise Ahead
Apr 3, 2008 9:30:11 AM DWJ *DJ BOE: More Widening In Household Mortgages Spreads Likely 2Q
Apr 3, 2008 9:30:11 AM DWJ *DJ BOE: Larger Co Default Rates Expected To Rise More In 2Q
Spot Euro vs US Dollar Bid Chart
CFD US Indices
USDJPY Spot 90.64/67
BA (US) 40.38/42
JNJ (US) 58.74/76
INTC (US) 14.16/17
BNP (Fra) 61.3400/3600
EBAY (US) 13.39/40
VOD (UK) 161.30/60
SAP (Ger) 32.4000/4400
ERICb (Swd) 13.54/55
USTELE 121/23
UK100 4,235/39
FRENCH40 3,106/10
GERMAN30 4,617/19
JAPAN225 8,420/45
USDCHF Spot 1.0862/65
AUSSIE200 3,578/93
ITALIAN30 18,958/73
EURUSD Spot 1.3953/55
GBPUSD Spot 1.4711/14
US30 8,464/68
Total Equity (GBP): +38,089.71 Total Margin (GBP): -3,600.53 Free Equity (GBP): +34,489.18 Server time: 5:14:51 PM

To change your view from Best Fit (default) to Cascade, select Cascade from the drop down menu within the User Preferences window:



Click on the save icon Save and close down the User Preferences box (using the button) then select Window then Arrange, as shown in the example below:

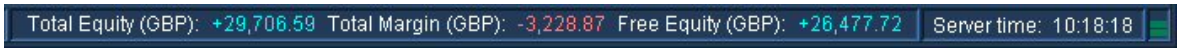
Your current window/s will be Cascaded within your Main Trading window as shown below:



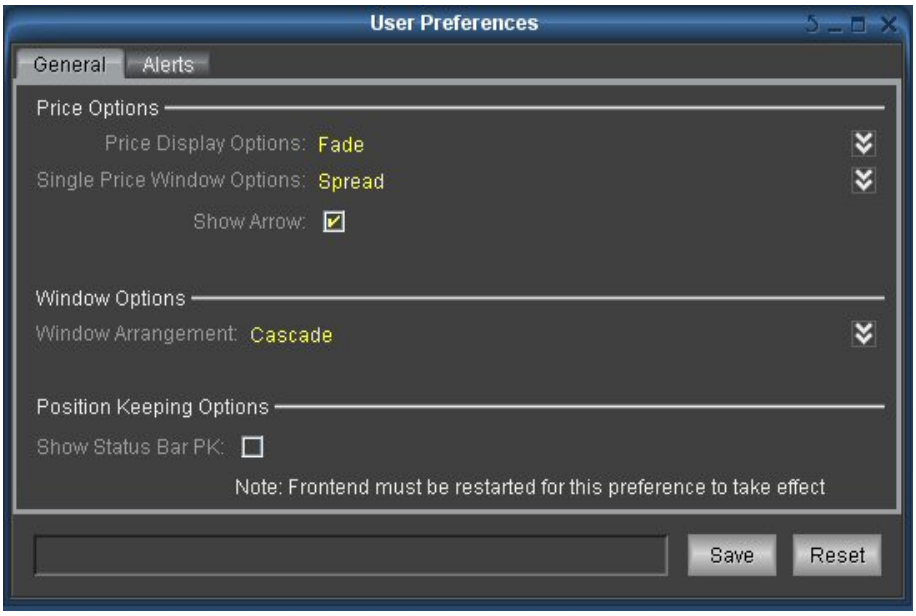
27.3 Status Bar (Position Keeping) Preferences

27.3.1 Show or Hide the Status Bar

Your Status bar will (by default) show at the bottom of your Main Trading Window:



You can hide it from your view by removing the tick from the Show Status Bar PK tick box located under the Position Keeping Options preference.



Once you have made your choice click on the save icon

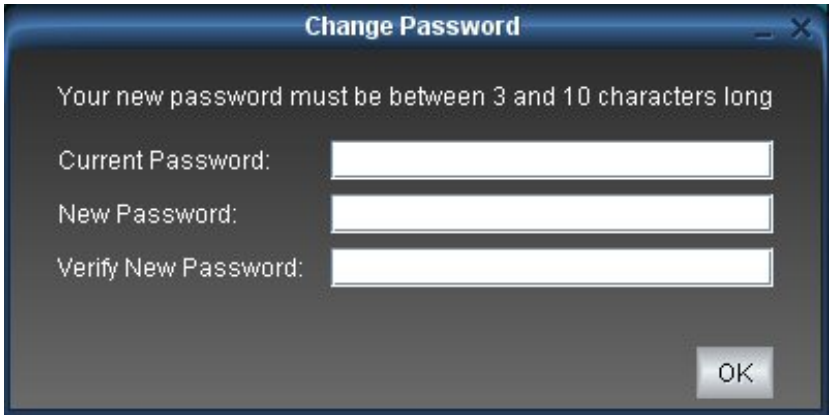
and close the User Preferences box (using the button). You will then need to restart **Market***maker*:Desktop for this User Preference to take place.

Once you have restarted **Market***maker*:Desktop the Status Bar will be removed from your view.

Note: *To restore your Status Bar within your Main Trading Window, open up the User Preferences Window and tick the box next to Show Status Bar PK, found under the Position Keeping Options with your User Preferences window.*

28 Changing Your Password

The current password can be changed by selecting Options then Change Password from the menu, to display the window shown.



To change the password:

- Enter your current password.
- Enter your new password you want remember that it must be between 3 and 10 characters.
- Verify the new password by typing it in again in the last box.
- Left click the OK button.
- A notification will be displayed detailing whether the password change was successful.

29 Logon Status

The Server Time and the Status Indicator are displayed on the far right-hand side of the Equity Bar.

29.1 Status Indicator Bars

The top bar of the Status Indictor represents Relational Database (lets you know when **Market***maker*:Desktop has received new Instrument Information from the Dealers). The following colours represent the Relational Database status:

- *Red = means that* **Market***maker*:Desktop *is awaiting initial response from the server*
- *Yellow = means that* **Market***maker*:Desktop *is receiving data*
- *Cyan = means that* **Market***maker*:Desktop *needs to be restarted*

Note: *If no bar* is visible *on your screen then there are no updates available.*

The second bar down the Status Indictor represents the response time. The following colours are used to represent the response status:

- *Green = Good*
- *Amber = Average*
- *Red = Poor*
- If the indicator shows that the connection is average or poor, then some degradation in the response of the system may occur.

The third bar down represents the percentage of your computer's CPU that has been taken up by **Market***maker*:Desktop known as CPU Load. The following colours are used to indicate the CPU percentage:

- *Green = Low CPU Load*
- *Amber = Average CPU Load*
- *Red = High CPU Load*
- If the indicator shows that the connection is average or poor, then some degradation in the response of the system may occur.

30 Check for Software Update

If a new update has been released, this option will download it for you. If not, control will simply be returned to you to carry on.

To discover if a new update is available:

- Left click View on the menu
- Left click Check for Software Updates

31 System Information

This section includes system information such as browser details and the local IP address. Occasionally, Helpdesk will require information from this screen to assist in troubleshooting if you experience problems with your system.

To access this information:

- Left click Help on the menu
- Left click System Information
- A System Information window will appear displaying the information that Helpdesk may ask you for
- For ease use the copy icon which saves this information to your clipboard, this allows you to paste the details into an email for Helpdesk at a later date.

32 Exiting **Market***maker*:Desktop

To quit the application:

- Left click File from the menu, then
- Left click on Exit